



The Kingdom of Eswatini's
BIG GAME PARKS



BOOKING & TOURISM POLICIES 2024

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GENERAL INFORMATION:

- Conservation Fees are payable by guests & guides for the first entry and per night thereafter. Cash, prepaid or Wild Card (All/Swazi cluster) accepted.
- Valid Passport necessary, with 2 full empty pages
- Border procedures – customs, immigration, etc. – request further info from Reservations
- Currency is ZAR 1.00 = E 1.00 (E = Emalangeni); ZAR Notes accepted in Eswatini
- Approximate travel times from the closest border to our Parks and between Parks:

Estimated Travel Time & approx. distance	Oshoek	Jeppes Reef	Mananga Border Gate	Goba Mhlume ni	Lavumis a Golela	Hlane	Mlilwane	Mkhaya	KaMsholo
JHB	3,5 hrs					6 hrs	4,5 hrs	6 hrs	
DBN					4 hrs	5,5 hrs	6,5 hrs	5,5 hrs	
Nelspruit		1,5 hrs				3 hrs	3 hrs	4 hrs	
Maputo				1 hr		2,5 hrs	4 hrs	3,5 hrs	
Hlane	2 hrs	2 hrs	1 hr	1 hr	2 hrs		1 hr 30 ±90 km	1 hr ±60km	1hr10 ±90 km
Mlilwane	50 min ±49 km	2 hrs ±135 km	2 hrs ±150 km	1 hr 30 ±120 km	2 hrs 20 ±165 km	1 hr 30 ±90 km		1 hr 30 ±75 km	2 hr 00 ±130 km
Mkhaya	1h40 hrs ±115km	2 hrs 30 ±160 km	1 hr 40 ±115 km	1 hr 15 ±77 km	1 hr 30 ±85 km	1 hr ±60km	1 hr 30 ±80 km		0 hr 50 ±52 km
KaMsholo	2h25 hrs 161 km	3 hrs 00 ±205 km	2 hr 00 ±145 km	1 hr 30 ±110 km	0 hr 36 ±40 km	1hr10 ±90 km	2 hr 00 ±130 km	0 hr 50 ±52 km	

CONTACT DETAILS:

- All bookings are directed to Big Game Parks Central Reservations office
- All contracting and product information requests are directed to Marketing or Central Reservations
- Only weekend and after-hours emergencies are directed to Emergency number below
- Emergency number is only to be used in case of emergencies, no later than 21h00 daily
- Our Parks and Camps are all linked by a 2-way radio system
- www.biggameparks.org

Contact Information	Tel	Email
Central Reservations 08h00-17h00, Sat 08h00-12h30 Reservations Manager	+268-252 81000 +268-7677 6772-Cell +268-7618 1266-Cell	reservations@biggameparks.org bgpres@biggameparks.org
Sales & Marketing Department	+268-7802 2899 - Cell +268-7602 1274-Cell	marketing@biggameparks.org marketing1@biggameparks.org
Hlane Royal National Park 06h00 – 18h00	+268-2528 1000 +268-7677 6772 - Cell	reservations@biggameparks.org res3@biggameparks.org
Mlilwane Game Sanctuary (06h00 – 18h30)	+268-2528 1000 +268-7677 6772 - Cell	reservations@biggameparks.org res2@biggameparks.org
Mkhaya Game Reserve	Please call /WhatsApp +268-7677 6772-Cell	reservations@biggameparks.org res1@biggameparks.org
KaMsholo Bushveld Safaris (06h00 – 18h30)	+268-2303 0184 +268-7628 8167-Cell	reservations@biggameparks.org res1@biggameparks.org
Reilly's Rock Hilltop Lodge	Please call / WhatsApp +268-7677 6772- Cell	reservations@biggameparks.org res3@biggameparks.org
EMERGENCY (18h00 - 21h00)	+268-7677 6772-Cell +268-7618 1266-Cell	Call or WhatsApp only (A/H) Call or WhatsApp only (A/H)
General Manager - BGP	+268-7602 1394-Cell	bgpgm@biggameparks.org

PRODUCT INFORMATION

- Policies, product information, product photos and Rack Rates are available on wetu.com listed under each property – Hlane Royal National Park, Mlilwane Game Sanctuary, Mkhaya Game Reserve, KaMsholo Bushveld Safaris and Reilly's Rock Hilltop Lodge. Chubeka Trails information is listed under Mlilwane, with Bush Trails under both Hlane & Mkhaya.
- All photos uploaded may be used for promotion of Big Game Parks only, with reference to the correct park, Big Game Parks and the photographer as listed. Permission requested to use the photos is appreciated.
- STO Rates and additional information are available from Central Reservations and Marketing on request

RATES POLICY:

As per our Rates Sheets:

- Rates are quoted in SA Rand (ZAR) (equivalent 1:1 with Eswatini's Emalangen currency) per person per night/activity, with per person sharing, 3rd person and single rates stipulated for accommodation.
- Rates are subject to confirmation at time of booking.
- Rates include 15% VAT and government Bed Levy **but exclude daily Conservation Fees**.
- Rate period is 1st December to 30th November annually
- All rates are Bed Only, unless otherwise stated.
- All reservations accepted are subject to Big Game Parks Central Reservations Terms & Conditions.
- STO rates are valid for contracted Agents and Tour Operators only.
- STO Rates apply to Bed Only, BGP Packages (20%) and Activities (10%). Meals are not commissioned. Nor is Sondzela Backpackers, with exception of en-suite Rondavels.
- Preferential Rates are awarded on merit and revised annually
- Children – please see Child Policy below
- Rates are released around January each year for the period beginning 1st December.
- pp=per person, sh=sharing ad=adult, ch=child FOC = Free of Charge, POA = Pay on Arrival

CHILD POLICY:

- **Child Ages and Rates:**

Child rates do not apply at Reilly's Rock Hilltop Lodge, Sondzela Backpackers or for activities where a single asset is used per person (horse/bike). Kiddies bikes attract a separate fee and must be an appropriate fit for child (U13).

Age Restrictions – min age 10 yrs at Mkhaya Game Reserve, 13 yrs at Reilly's Rock Hilltop Lodge

Age Restrictions apply per activity

Accommodation child discount is based on per person sharing rates as per Rates sheet (Rack/STO/Pref)

Activities – GD = Game Drive; GW = Guided Walk; HR = Horse Ride; MTB = Mountain Bike

	Conservation Fee	Accommodation (Bed only)	Meals Std Menu	Activities
U13 years	50%	50%	50%	50% GD, GW 100% HR, MTB
U3 years (Babies)	FOC	FOC	FOC	FOC – GD, not with big 5 animals

- **Meals** - No discounts on Kiddies menu rates, available at Hlane Royal National Park, Mlilwane Wildlife Sanctuary and KaMsholo Bushveld Safaris
- **Accommodation** - Children 3+ yrs are allocated a dedicated bed. Family units are allocated to families. Should a mattress be required in a twin room, this is by special prior arrangement through Central Reservations and attracts the rate as above
- **Horses** - No children may ride with parents on the same horse

Guide/Driver Policy

Please note:

- Guide/Driver accommodation is not always en-suite – this is dependant on availability
- All Guides/Drivers to pay Conservation Fees at both Mlilwane, Hlane and KaMsholo unless they have WILD cards
- Guides/Drivers may be requested to share accommodation
- Any additional Guide/Driver to the number stated will pay full STO Rate

Meals	<p>Conditions below do not apply to packages (Mkhaya Game Reserve, Reilly's Rock and overnight Trails). These packages carry their specific STO / Guide Rate</p> <p>Meals granted are at the average cost of group meals</p> <p>Rate allocation depends on number of paid meals (rather than size of group)</p> <p>Day Tour Lunches - Booking essential minimum 2 hours prior; groups of 10+ 4hrs notice</p>
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Activities	<p>These conditions do not apply to packages (Mkhaya Game Reserve, Reilly's Rock and overnight Trails). These packages carry their specific STO / Guide Rate.</p> <p>All bookings require the client's name, cell phone number; number of pax; pax per weight category (horses only) and experience levels where appropriate</p>
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<p>STO Rates are ONLY granted if the Tour Guide/Driver makes the group booking and payment is made under the Tour Company's name directly with Reception or if pre-booked and paid through Reservations before arrival.</p> <p>Full payment is required before the activity departs. The Tour Guide collects full Rack Rate and pays Reception STO Rate prior activity, obtaining one Activity Voucher for the entire group. Therefore commissions are kept by the Guide.</p> <p>All clients and guides/drivers are required to sign the Indemnity Form before participating in any activity.</p> <p>Mountain Biking and Horse Riding/Trails – Guides charged STO Rates</p> <p>Guided Walks and Game Drives - FOC if the Guide/Driver falls within the Max Pax per guide/vehicle. If joining the group warrants an extra BGP guide/vehicle, STO Rate will apply</p> <p>Day Tour Activities - Booking essential preferably 24 hours prior, min 2 hours prior.</p> <p>Pre-booked Activities Times must be confirmed 48-24 hours before activity.</p> <p>Final Pax numbers and particulars must be communicated at least 24 hrs before. Changes thereafter will be treated as booking cancellation / modification (see below)</p>

➤ **Hlane Royal National Park; Mlilwane Wildlife Sanctuary (Rest Camp) & KaMsholo Bushveld Safaris***

Groups staying at Sondzela Backpackers will follow these guidelines. NOTE: STO rates are only available in the en-suite rondavels. All other accommodation is charged at Rack rates for guides

PAX	CONSERVATION*	ACCOMMODATION	MEALS**	ACTIVITIES
1	Wild Card* / POA	50% of Rack pp sh	Full Rate	STO Conditional
2-4	Wild Card* / POA	1 guide FOC; Additional Guide STO ppsh rate	Full Rate	STO Conditional
5-9	Wild Card* / POA	1 guide FOC Additional Guide STO ppsh rate	1 guide FOC Additional Guide full rate	STO Conditional
10-25	Wild Card* / POA	2 guides FOC Additional guides 50% Rack Rate	2 guides FOC Additional Guide full rate	STO Conditional
>25	Wild Card* / POA	3 guides FOC Additional guides 50% Rack Rate	3 guides FOC Additional Guide full rate	STO Conditional

***Meals – breakfast and dinner only, lunch included based on group costs and number of lunches paid for, not group size*

➤ **Reilly's Rock Hilltop Lodge**

1 x Guide	50% of Rack Rate Any additional guide/drivers will be at the pp sh STO Rate. (If accommodated at Mlilwane Rest Camp, the RR guide rate will apply as meals will be taken with guests at RR.) Total will not be above 50% Reilly's Rock Rack Rate.
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➤ **Mkhaya Game Reserve**

Overnight Guests:

Mkhaya has one guide unit with 2 single en-suite rooms. These are allocated to Guides/Drivers unless otherwise communicated.

Guide/Driver Rates include meals, conservation fees and game drives/walks as per package.

Guide/Driver requiring guest accommodation will be charged at the STO 3rd person sharing rate.

Guide Room Rate:

1 to 5 pax	1 guide @ ZAR840 (DBB) / R1025(24hr) / R1240(24hr+) per night. Additional guide / driver in guide or guest accommodation will be charged at the STO 3 rd person sharing rate.
6 to 9 pax	1 Guide FOC, additional guide at above OR STO 3 rd person (higher rate)
Over 10 pax	2 guide rooms FOC. Third guide @ ZAR840(DBB) / R1025(24hr) / R1240(24hr+) per night.

Day tours:

Incl. of 2 x game drives + lunch + conservation fees

2 - 8 pax	1 guide @ZAR460 Additional guides/drivers at the STO Day Tour rate.
9 – 16 pax	1 G/D FOC, Additional guides/drivers at the STO Day Tour rate.
17 - 24 pax	Two guides/drivers FOC, Additional guides/drivers at the STO Day Tour rate
Over 24 pax	Three guides/drivers FOC, One additional guide/driver at @ ZAR460, Any other additional guides/drivers at the STO Day Tour rate.

➤ Chubeka Trails – overnight horse trails

50% Rack Rate if group size is between min & max pax

3-6 pax	Cave - 50% of Rack Rate, 1 guide within the max pax (6 pax)
4-7 pax	Eswatini Riding Holidays – Agent Rate applies, 1 guide within the max pax (8 pax)
5-7 pax	Klipspringer Trail & Swazi Mountains Experience Trail - 50% of Rack Rate, 1 guide within the max pax (8 pax) Swazi Culture & Scenery Trail – Specific Rate on Request

Booking procedure

- All bookings for facilities at Hlane Royal National Park, Mlilwane Game Sanctuary, Mkhaya Game Reserve, KaMsholo Bushveld Safaris, Reilly's Rock, Sondzela Backpackers and Chubeka Trails, are handled by Central Reservations, (*contact details below*). The office is open Mon-Fri 8am-5pm, Sat 8.00-12.30pm.
- Activity Bookings – final pax and time must be confirmed 48-24 hours prior arrival, regardless of payment. Thereafter Cancellation & Modification Policy applies (see below). All catered activities must be pre-paid.
- Bookings by phone, on-line or e-mail are accepted. Telephonic bookings are not deemed confirmed and require written confirmation and a follow up via email within one working day.
- In response to reservation requests a Booking Summary will be returned, detailing facilities booked and payment required. **The onus is on the client to check all booking details and revert back with any discrepancies.**
- **Reservations are only confirmed on receipt of the required payment and will be confirmed via email.**
- Failure to pay the deposit by the specified date may result in the facilities being re-opened for booking.
- **Cancellations must be in writing with reasons for cancellation. Cancellation Policy will apply.**

Room Release Policy

- Notwithstanding the below, we request rooms be released as soon as possible to enable resale
- Confirmation of rooms sold must be given every week within 2 months of arrival date.
- Rooms released within the cancellation period will attract cancellation fees as prescribed in the Cancellation Policy below
- Big Game Parks has the right to release rooms with no liability should there be no change in rooms bookings for a period of 7 days within 60 days prior to arrival, and a response to mails is not received within 2 working days

Payment Agreement

Terms of Payment

Bookings made >30 days in advance, 100% of total booking fee payable within 30 days of making the booking, no later than 30 days before arrival.

Bookings made 30 – 3 days in advance, 100% of total booking fee payable within 5 days of making the booking, but no later than 3 days before arrival.

Bookings made less than 3 days in advance are payable via internet transfer before arrival. POA is accepted if authorized beforehand.

Possible Methods of Payment

- Deliver to Central Reservations office on Mlilwane Wildlife Sanctuary.
- Bank transfer - to the relevant accounts as detailed below.
- Payment by Credit Card (Master and VISA only).
 - Due to excessive bank charges payment by Credit Cards (Visa and Master card) is preferred.
- A proof of payment is required for all payments, sent to reservations@biggameparks.org

Bank Transfers

To facilitate the smooth transfer of deposits please adhere to the following procedures:

- **Payments from International Banks:**
NOTE: Where possible payment by Credit card is preferred due to excessive bank charges
- An additional charge of ZAR150 will be levied for international bank transfers.
 - Bank charges – ALL charges must be for the payees own account.
- Transfer details must include Booking Number and name of Booker/Agent/Operator.
- Copy of transfer confirmation must be sent to reservations@biggameparks.org.
- Payment must be made in ZAR (South African currency) do not convert prior to transfer.
- **Payments from South African Banks:**

Eswatini Banks - Details: **(NOTE NEW DETAILS)**

NEDBANK (Eswatini) Ltd

Hlane National Park - a/c # 02 00 000 16315, (current A/c), Mbabane Branch (Code:360164), Eswatini.

Mkhaya KaMsholo - a/c # 11 99 0179 877, (current A/c), Mbabane Branch (Code:360164), Eswatini.

(NEDBANK) Swift / IBAN : NESWSZMX

STANDARD BANK

Mlilwane Game Sanctuary Trust - a/c # 911 000 5244075, (current A/c), Mbabane Branch (Code:663164), Eswatini.

(STANDARD BANK) SWIFT / IBAN SBZAZAJJ

- **It is essential to email or WhatsApp (+268-7677 6772) a copy of the POP to Central Reservations Office to confirm the reservation and to have a Deposit Receipt generated - without this your booking will not be confirmed**
- For credit card payments we require written confirmation of the card number, name on card, expiry date and signed authorization to process the required deposit.
- On receipt of payment, Central Reservations will email a deposit receipt, with a reservation number.
- **The onus is on the agent / client to check the accommodation details listed on this receipt to confirm that they are correctly recorded as required.**
- **If alterations are required these should immediately be brought to the attention of Central Reservations and confirmed in writing**
- **Deposit Receipts or agents Travel Vouchers must be retained for presentation on arrival at the Parks.**
- Travel Vouchers must contain full information as to date of reservation held, reservation number, type of facility booked, number of persons covered and the basis on which the booking is made (Bed Only, B&B, DBB etc). Big Game Parks will honour the Voucher and the Agent will be liable for all services supplied against the Voucher. Any mistake on the Voucher will be the responsibility of the Agent.

Cancellations and Modifications

Force Majeure




Big Game Parks cannot be held responsible for Force Majeure. Where possible and with adequate proof, Big Game Parks will allow a postponement at no cost where the client cannot fulfil their commitment due to Force Majeure. On the converse, Big Game Parks will do their best to arrange a similar experience or standard of offering should we not be able to deliver our promise.

Cancellations/Modifications:

Any applications for refunds / cancellations / modifications are required in writing and will be penalized as per the policy outlines below:

CANCELLATION - ACCOMMODATION & DAY TOURS:

A cancellation refers to the cancellation of a room, service or an entire booking.

- 60 – 46 days before arrival  10% total booking value - Agent bookings
- 45 – 31 days before arrival  15% total booking value or released room/s
- 30 – 21 days before arrival  25% total booking value or released room/s
- 20 – 14 days before arrival  50% total booking value or released room/s
- 13 – 7 days before arrival  75% total booking value or released room/s
- 6 – 0 days before arrival  100% total booking value or released room/s

Refunds are at the discretion of Big Game Parks Head Office. All booking refunds are subject to the cancellation fees above. Should the refunded booking fall outside the cancellation period, it is subject to a minimum charge of E200-00 + Bank Charges (not applicable for Agent Groups).

Allotment bookings are subject to Cancellation Policy.

Any variation in the above needs to be authorized in writing by the Tourism Executive.

MODIFICATIONS

A Modification to a booking is a change to the number of people within a room (the room is still required) or a shift of date for the entire booking.

- If a room/service is no longer required, this is a cancellation and will attract the cancellation fees above. (ie if 5 of 6 rooms are taken, there is a cancellation of the 6th room).
- If a modification is a postponement of a booking,
 - More than 45 days before arrival, no fee will be charged
 - Within 45 days before arrival, the cancellation fees will apply as prescribed
- If the modification is a change to the number of people in the room/service, the cancellation fee is applied to the number of people that have cancelled, at the rate they were charged.

ACTIVITY BOOKINGS:

- Late arrival for activities will be charged full fees as per confirmed booking. Big Game Parks will honour the times booked to avoid impacting other bookings. This may result in reduced duration without refund or reduced fee. If availability allows, the full duration will be conducted, or the activity can be rescheduled for the same day with an administration fee charged.
- Group bookings delayed due to unforeseen circumstances will be rescheduled, if possible, by negotiation and mutual agreement. Big Game Parks reserves the right to enforce the administrative fee of E100.00 in this case. Should rescheduling be impossible, the cancellation fee will apply.

- Overnight & Catered Trails/Activities are governed by Accommodation Policies except where specified below.
- Big Game Parks reserves the right to group people according to logistics on the ground. Tour Groups will be given dedicated guides, however splits within the group will be dictated by logistics and guide availability.

ACTIVITY AMENDMENT POLICY & PROCEDURE

- Big Game Parks reserves the right to charge for amended bookings should this adversely impact on operations on the day. Increased bookings will generally not be charged modification fee, unless extra logistics and capacity are required.
- Amendment refers to amendment of the departure time, or postponement
- Additional pax will only be accepted if there is adequate capacity – these must be confirmed in writing 24 hrs before arrival
- Reduced pax and reduced duration equate to Cancellation & attract Cancellation Fee.
- Amendment of Activities may be made up until 1 hour before departure, provided availability allows for the amendment.
- Amendment charges are based on the pax or duration amended.

Amendment Timeframe Prior Departure	% of Value
<u>Overnight & Catered Trails:</u>	
72 - 48 hrs prior departure	15%
<48 hrs prior departure	50%
<u>Hourly activities:</u>	
3 – 1 hours prior activity departure	15% or min E100.00
<1 hr, or non-arrival, is a cancellation	

ACTIVITY CANCELLATION POLICY & PROCEDURE

- Package Trails (Eswatini Riding Holidays) fall within the Accommodation Policy above
- The following will apply for cancellation of activities, reduction of number of pax on activities (calculated per pax reduced) or reduced duration of activity (calculated per time reduced):

Timeframe Prior Departure	% of Value	Administrative fee
Overnight Trails (no accommodation):		
> 72 hours days	15% or Min 200	Accommodation Policy
71-48 hours prior departure	50%	NA
Within 48 hours prior activity departure	100%	
Timeframe Prior Departure		
Hourly activities:		
24 – 12 hours prior activity departure	25%	E100.00
12 – 3 hours prior activity departure	50%	This will override the % value should the calculated amount be less than E100.00
3 – 2 hours prior activity departure	75%	
<2 hours prior activity departure	100%	

ACTIVITY REFUND POLICY & PROCEDURE

All refunds are given at the discretion of Management, within the guidelines below:

- Refunds will only be considered if requested within 12 hours of the activity and if Management has been given the opportunity to correct the problem.
 - All refund requests must be followed up in writing within 7 days of completion of the activity to reservations@biggameparks.org
 - Complaints after the fact will be considered constructive criticism.
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EDUCATIONAL POLICY

Educational or Familiarization (Fam) Trips are a business arrangement enabling Agents to experience our product either free of charge (FOC) or basic cost with the purpose of extending the sale with confidence. Big Game Parks encourages educational trips for Agents, Tour Operators, their consultants and media.

All requests will be made through Central Reservations or Marketing, authorised by the Marketing Manager and booked through Reservations.

It is expected that all clients on educational trips follow the full itinerary as agreed to ensure the aims of the trip are met. Further to this, participants:

- Fully understand that the educational is granted on a business basis, hence professional behavior is expected at all times & adequate time is given for site inspection and experiencing the product
- Undertake to engage in the Nature experience fully
- Agree to abide by the Rules & Regulations of Big Game Parks
- Agree to meet with the relevant Managers (Marketing/Camp/Product/Operations/Tourism Exec) to discuss business going forward and provide clarity around the product and expectation
- Agree to provide feedback on the stipulated Feedback Form within 7 days of experience

Park Conservation Fees, Government Bed Levies, meals (where applicable) and bar accounts will be for the participant's account, payable on site

Educational trips are granted on the same or similar basis as current business, or as actively promoted for future business.

Where possible, appropriate and reasonable, Big Game Parks will include activities.

Mkhaya and Reilly's Rock and all packages attract predetermined Educational Rates due to the package format and the limited number of beds at the lodges.

Travelling companions will be charged according to accommodation booked, usually at STO Rate.

Applications for Educational / Fam trips can be made via the internet as follows:

Tour Operator / Agent Educational

<https://docs.google.com/forms/d/11C0OK2IDYg6ND0sNPv1jVqoZATSxYW0Yj8xVHdrIAXI/viewform>

Short URL: <http://goo.gl/forms/wY1JCyFChw>

Media Educational

https://docs.google.com/forms/d/1U712ea5jvDI7_jFwCcJFZnAjGvqjK5d_sDZdIS1k5dU/viewform

Short URL: <http://goo.gl/forms/iVAB0t6vvl>