



The Kingdom of Swaziland's
BIG GAME PARKS



BOOKING & TOURISM POLICIES

Updated March 2016

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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
- Border procedures – customs, immigration, etc. – request further info from Reservations
- Currency is ZAR 1.00 = E 1.00 (E = Emalangeni); ZAR Notes accepted in Swaziland
- Approximate travel times from the closest border to our parks:

Estimated Travel Time & approx. distance	Oshoek	Jeppes Reef	Mananga	Goba	Golela	Hlane	Mlilwane	Mkhaya
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
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
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 ±75 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	Fax	Email
Central Reservations 08h00-17h00, Sat 08h30-12h30	+268 - 252 83943/4	+268 - 2528 3924	reservations@biggameparks.org
Marketing Manager	+27 764 532 366		marketing@biggameparks.org
Hlane Royal National Park 06h00 – 18h00	+268 - 2383 8100		
Mlilwane Wildlife Sanctuary 06h00 – 18h30	+268 - 2528 3992		
Mkhaya Game Reserve	Please call Mlilwane		
Reilly's Rock Hilltop Lodge	Please call Mlilwane		
EMERGENCY (18h00 - 21h00)	+268 - 7618 1266		
TOURISM EXECUTIVE	+268 – 7602 1394		tourism@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 Wildlife Sanctuary, Mkhaya Game Reserve 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 Swaziland’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 14% VAT **but exclude any Government Levies.**
- 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 only apply to Bed Only, BGP Packages and Activities. Meals are not commissioned. Nor is Sondzela Backpackers.
- Preferential Rates are awarded on merit
- 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.
 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)

	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

- **Meals** - No discounts on Kiddies menu rates, available at Hlane Royal National Park and Mlilwane Wildlife Sanctuary
- **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 riding 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 and Hlane 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>Meal granted is at the average cost of group</p> <p>Rate allocation depends on number of people paid for each specific meal (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 under the Tour Company's name directly with Reception or if prebooked 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>Prebooked 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)**

PAX	CONSERVATION	ACCOMMODATION	MEALS*	ACTIVITIES
2-4	Wild Card / POA	50% of Rack pp sh	Full Rate	STO Conditional
5-9	Wild Card / POA	1 guide FOC Additional Guide STO pps 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 (Wild Card holders = Rack – Conservation Fee X 50%) Any additional guide/drivers will be at the STO Rate, pp sharing (If accommodated at Mlilwane Rest Camp, STO rate + full rate for meals and conservation fees) <i>Total will not be above 50% Reilly's Rock Rack Rate.</i>
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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 @ ZAR535DBB / R675 24hr / R820 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 @ ZAR535DBB / R675 24hr / R820 24hr+ per night.

Day tours:

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

2 - 8 pax	50% of rack rate for one guide/driver 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 50% STO day tour rate, 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

3-5 pax	Cave Trail - 50% of Rack Rate, 1 guide within the max pax (6 pax)
5-7 pax	Klipspringer Trail & Swazi Culture & Scenery Trail - 50% of Rack Rate, 1 guide within the max pax (8 pax)

Booking procedure

- All bookings for facilities at Hlane Royal National Park, Mlilwane Wildlife Sanctuary and Mkhaya Game Reserve, including Reilly's Rock, are handled by Central Reservations, (*the contact details of which you'll find below*). The office is open Mon-Fri 8am-5pm, Sat 8.30-12.30pm.
- Activity Bookings – final pax and time must be confirmed 48-24 hours prior arrival, regardless of payment. Thereafter Cancellation & Modification Policy applies (see below).
- Bookings by phone, on-line or e-mail are accepted. Telephonic bookings must be followed 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.

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).
- 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:

- **International & South African transfers**
 - **Use the South African account number as listed below.**

- Transfers originating from Swaziland:
 - Use the Swaziland account number as listed below.

South African Banks - Details:

Hlane National Park - a/c # 2340 4500 20, (Savings A/c), Nedbank, Hayfields Branch, Pietermaritzburg, South Africa. (Branch Code: 134025)

Mlilwane Wildlife Sanctuary - a/c # 2340 4500 12, (Savings A/c), Nedbank, Hayfields Branch, Pietermaritzburg, South Africa. (Branch Code: 134025)

Mkhaya Game Reserve - a/c # 2340 4500 39, (Savings A/c), Nedbank, Hayfields Branch, Pietermaritzburg, South Africa. (Branch Code: 134025)

SWIFT / IBAN Address : NEDSZAJJ

Swaziland Banks - Details:

Hlane National Park - a/c # 020000016315, (current A/c), Nedbank, Mbabane Branch, Swaziland. (Branch Code: 360164)

Mlilwane Wildlife Sanctuary - a/c # 020000016331, (current A/c), Nedbank, Mbabane Branch, Swaziland. (Branch Code: 360164)

Mkhaya Game Reserve - a/c # 020000016307, (current A/c), Nedbank, Mbabane Branch, Swaziland. (Branch Code: 360164)

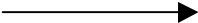



SWIFT / IBAN Address: NESWSZMX

- **It is essential to fax or email a copy of the bank deposit slip 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 fax or email a deposit receipt, with a reservations number.
- **The onus is on the agents/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).

Cancellations and Modifications

ACCOMMODATION & DAY TOURS:

Any applications for refunds / cancellations / modifications are required in writing and will be penalized as follows:

- 30 – 21 days before arrival  25% total booking value
- 14 – 20 days before arrival  50% total booking value
- 7 – 13 days before arrival  75% total booking value
- 0 – 6 days before arrival  100% total booking value

All Accommodation & Day Tour refunds and modifications are subject to a 15% handling fee or minimum charge of E200-00

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

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 Trails 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.

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 for.
- Amendment refers to amendment of the departure time, additional pax or extended duration of the activity. Please see cancellations for reduced pax and reduced duration.
- 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	Administrative fee
<u>Overnight Trails:</u> >24 hours prior departure 24-12 hours prior departure.	Accommodation Policy 30%	Accommodation Policy NA
<u>Hourly activities:</u> 3 hours prior activity departure 3 – 1 hours prior activity departure	None 15%	E100.00 This will override the % value should the total calculated amount be less than E100.00

ACTIVITY CANCELLATION POLICY & PROCEDURE

- 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
<u>Overnight Trails:</u> >36 hours prior departure Within 36 hours prior activity departure	Accommodation Policy 100%	Accommodation Policy NA

Timeframe Prior Departure	% of Value	Administrative fee
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%	

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 tourism@biggameparks.org
- Complaints after the fact will be considered constructive criticism.

EDUCATIONAL POLICY

Educationals or Fam Trips are a business arrangement enabling our clients 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 educationals 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 educationals follow the full itinerary as agreed to ensure the aims of the educational 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
- 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
- Agree to provide feedback on the stipulated Feedback Form within 7 days of experience

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

Educationals are granted on the same or similar basis as current business.

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

Mkhaya and Reilly's Rock 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 educationals can be made via the internet as follows:

Tour Operator / Agent Educational

<https://docs.google.com/forms/d/1C0OK2IDYg6ND0sNPv1jVqoZATSxYW0Yj8xVHdrIAXI/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/iVAB0t6yvl>