

TERMS & CONDITIONS

SOUTH AFRICA & ZIMBABWE

Provisional Bookings

Provisional bookings made more than 3 months in advance, will be held for 7 days and then automatically released, unless otherwise authorised
Provisional bookings made less than 3 months in advance, will only be held for 48 hours and then automatically released, unless otherwise authorised
Should the above release times not be suitable, please feel free to contact us for alternate arrangements

All bookings must be confirmed in writing

Confirmed Bookings

We run small lodges in remote areas and cancellations, even of just two people, can greatly affect the operation of the lodge; therefore we require full payment prior to guests arrival and strict adherence to our cancellation policy

Please ensure that guests have adequate travel insurance to cover any cancellations or changes in travel arrangements

FIT Reservations

We require written confirmation accepting our terms and conditions

A 50% deposit is required upon confirmation

Full pre-payment is required 30 (thirty) days prior to client's date of arrival, unless alternative arrangements have been made.

We reserve the right to cancel the reservation should we not receive this payment timeously.

Cancellation Policy (Applicable to all confirmed FIT reservations, except groups)

We require written confirmation for all cancellations (e-mail or facsimile)

Cancelled **61+ days** prior to arrival: **10%** of the full accommodation charge

Cancelled **60 - 46 days** prior to arrival: **25%** of the full accommodation charge

Cancelled **45 - 15 days** prior to arrival: **75%** of the full accommodation charge

Cancelled **14 - 0 days** prior to arrival: **90%** of the full accommodation charge

Group Bookings or Package Bookings

The word "group" applies to 8 or more full paying guests

A 50% deposit, of which 25% is non-refundable, is required to confirm a group or package reservation

Full pre-payment is required 60 (sixty) days prior to arrival

We reserve the right to cancel the reservation should we not receive this deposit timeously

Cancellation Policy for Groups & Friends for Free February Special

A 50% deposit is payable on all confirmed group bookings

Cancelled **91+ days** prior to arrival: **25%** of the full accommodation charge

Cancelled **90 - 31 days** prior to arrival: **75%** of the full accommodation charge

Cancelled **30 - 0 days** prior to arrival: **90%** of the full accommodation charge

- ❖ All bank deposits are to be received free of any bank charges or commissions
- ❖ All credit card payments by agents for accommodation will have a 3% surcharge, except AMEX & DINERS which have a 5% surcharge
- ❖ Please note that only cash or credit cards are accepted at the lodges - strictly no debit cards!
- ❖ It is the client's responsibility to ensure they have adequate travel insurance, including cancellation, medical/health and luggage cover
- ❖ All guests are to settle their extras account in full prior to departure

Minimum Stay

❖ 2 night minimum stay from 15 December to 15 January at Rhino Post Safari Lodge & Masuwe Lodge

❖ 2 night minimum stay year round at Plains Camp (home of Rhino Walking Safaris) and Chundu Island

LAND TRANSFER TERMS & CONDITIONS

- ❖ All transfers need to be pre-booked.
- ❖ All rates quoted are subject to change, without prior notice. Our standard cancellation policy applies.
- ❖ Driver's overnight meals & accommodation after drop-off or before pick-up are for the guest's account.
- ❖ From time to time a driver may be requested to overnight for an early or late transfer. The cost of the driver's overnight accommodation and meals are not included in the transfer rate. If required, the additional cost will be advised at the time of booking.

Note: Every effort is made to ensure that the details, description and prices are correct. It is important that you check the details on your Confirmation Invoice when you receive it. In the event of any discrepancy, please contact reservations.

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Rhino Post Safari Lodge & Plains Camp (home of Rhino Walking Safaris) - Kruger National Park, South Africa

Chundu Island & Masuwe Lodge - Victoria Falls, Zimbabwe

Note: Rates correct at time of going to print and subject to change.