



## RHULANI SAFARI LODGE - MADIKWE GAME RESERVE

### GENERAL TERMS AND CONDITIONS

effective 19 February 2018

#### OVERVIEW

This contract has been put in place to confirm mutual standards & conditions between the two establishments and to safeguard the interest of both Rhulani Safari Lodge and those of the Guest, Tour Operator or Travel Agent.

#### INFORMATION REQUEST

Please advise Rhulani's reservation office via e-mail at [reservations@rhulani.com](mailto:reservations@rhulani.com) as soon as possible

- your estimated time of arrival and departure and mode of transport
- any special dietary requirements
- a contact number while traveling
- the names of all the guests in the party
- the ages of children, if any
- rooming lists (Twin, double who sharing with who)
- any specific additional request (anniversaries, birthdays, honeymoon)

#### RATES INCLUSIONS

- Complimentary welcome drinks
- Luxury accommodation
- Free WiFi internet in your room and all lodge areas
- Stocked Nespresso coffee machine with complimentary tea & coffee in your room
- **NEW from 1.1.2019:** Well stocked minibar in your room
- Early morning and evening game drives in an open game viewer, accompanied by a qualified ranger
- Complimentary sundowners on game drive
- All meals and snacks on a full board basis (includes breakfast / brunch, high tea, dinner, bottled water)
- **NEW from 1.1.2019:** Selected local drinks which includes a personal selection of house wines, spirits, soft drinks, tea's and coffees
- Lunch on your day of arrival (upon request)
- Emergency Medical Assistance
- Pick-up and drop-off at Madikwe's Western airstrip

#### RATES EXCLUSIONS

- Madikwe Game Reserve Gate Entry Fee: ZAR 180, Children < 12 years ZAR 80; Fly In Fees: Adults ZAR 240, Children under 12 ZAR 150 - Fee is applicable per stay, VAT inclusive, subject to change without prior notice.
- Madikwe Conservation Levy: ZAR 150, Children 2 - 11 years ZAR 75 - Levy is applicable per person per night, VAT inclusive, subject to change without prior notice.
- All beverages not explicitly mentioned as included
- **NEW from 1.1.2019:** All premium rated wines, spirits and imported champagnes, cigars & cigarettes
- Massages, bushwalks, laundry, curios, excursions, private vehicle
- Gratuities

All excluded items not prepaid by the guest can be paid at check-out.

## CHECK-IN / CHECK-OUT TIMES

Check-in time is 2.00 pm (gate closes at 9.00pm, no exceptions)

Check-out time is 11.00 am (gate opens at 6.00am - no exceptions)

We try as much as possible to adapt the day's program to your individual arrival and departure times. However, at high occupancy we must adhere to our strict times in the interest of all guests. Check-out times are binding. For late arrivals to participate in the afternoon game drive is no longer possible.

## GAME DRIVES

Our game drives take place in the Madikwe Game Reserve (Big 5 Reserve) under the guidance of qualified rangers in three open landcruisers. The allocation of the guests to the vehicles is under the responsibility of the Ranger. We consider the customer wishes as much as possible, in order to ensure that groups and families stay together, and that there will be sufficient space on each vehicle. The maximum number of guests on a vehicle is 7 (seven), so that the middle seat will be left free, for the comfort of the guests. In order to respond to exceptional situations such as unexpected unavailability of a vehicle or the wish of bigger groups or families staying together, we maintain the right of using the maximum capacity of 10 (ten) guests per vehicle.

Morning game drive departs from reception between 5.00am (January) and 6.30am (July). Afternoon game drive departs after High Tea between 3.00pm (July) and 4.30pm (January). Please note that the departing times of game drives are subject to seasonal changes and depend on weather conditions. Exact departing times are communicated to the guest at check-in.

## CHILDREN POLICY

Children of all ages are welcome at Rhulani Safari Lodge. Children under 12 are permitted on safari at the sole discretion of the field guide. Children under the age of 6 are not permitted on safari, except if on a private vehicle. Even on private vehicle safety needs to be considered and it remains the ranger's decision whether certain sightings can be viewed whilst accompanied by small children. A bumble drive can be organized for smaller children not joining game drives.

Rhulani offers a complimentary children's kit. There is a kiddie's corner equipped with toys and DVD's. We offer a children's menu option. Babysitting service is available at an extra cost.

## PAYMENT

A 50% deposit of the above total amount is required to confirm any reservation. Full payment of the balance is due 30 days prior to arrival. Bookings within 30 days require full payment upfront.

Payment can either be made by credit card or can be directly deposited in our bank account. Should you choose to pay via credit card, please note that we require a letter of authorization stating that we are entitled to deduct payment off the credit card, as well as the cardholder's signature and a copy (back and front) of the credit card.

Should you decide to pay via bank transfer, please remember to fax a copy of the deposit slip to +27 (0) 86 6418 117 or email to [reservations@rhulani.com](mailto:reservations@rhulani.com). (Please enter **only booking number** as reference).

Our bank account details are as follow:

Bank: Nedbank

Branch: Business Westrand

Universal Branch Code: 128605

SWIFT Code: NEDSZAJJ

Account name: RHULANI Safari Lodge (Pty) Ltd.

Account number: 1286048613

Credit arrangements are on application only. Unless approved, all group and FIT reservations will be on a prepayment basis as outlined above. All payments must be made in ZAR (SOUTH AFRICAN RANDS).

Should payment not be timeously received, the lodge reserves the right to automatically cancel the reserved accommodation and at the same time reserve the right to cancel or refuse to accept further bookings.

## RESERVATION CHANGES / CANCELLATION POLICY

All reservations, changes and cancellations must be made directly with the reservations office and in writing via e-mail to [reservations@rhulani.com](mailto:reservations@rhulani.com). The following cancellation terms and conditions will apply to reservations, which are cancelled in part or in full, as follows:

- Cancellation up to 30 days prior to arrival: 25% of the total amount will be due

- Cancellation between 29 and 15 days prior to arrival: 50% of the total amount will be due
- Cancellation between 14 and 0 days prior to arrival: 100% of the total amount will be due

In case of changes or cancellation of a transfer included in this rate, special terms and conditions by the respective provider will apply.

### **NO SHOWS**

Guaranteed reservations that fail to arrive are subject to a 100% 'no-show' fee on the booked value.

### **DEPARTURE PRIOR TO CHECK OUT DATE**

Guests checking out prior to the scheduled departure date are not entitled to receive a refund for the nights not used. Exceptions can be made in case that Rhulani Safari Lodge fails to provide promised essential services, such as non-availability of confirmed room category, impossibility to conduct the scheduled game drives or cancellation of meals. The following circumstances are not considered as failure to provide essential services: Bad weather conditions, rescheduled game drives because of weather, unstable or unavailable guest internet, quality of food, dissatisfaction with room infrastructure or cleanliness, or quality of game viewing.

### **GENERAL INFORMATION**

- No pets allowed
- All firearms need to be declared at the Main Gate
- Gates open at 6.00am and close at 6.00pm
- It is important to drive carefully and be aware of village pedestrians, domestic animals and children.
- Speed limit in the park is 40km per hour

### **CONTACT DETAILS**

Tel : +27 (0)14 553 3981

Cell: +27 (0)82 907 9628

Fax : +27 (0)86 6418 117

Email : [reservations@rhulani.com](mailto:reservations@rhulani.com)

Website : [www.rhulani.com](http://www.rhulani.com)