

# MATEYA

## SAFARI LODGE TERMS & CONDITIONS

### DEPOSITS

- \* A **25%** deposit for the total accommodation is required **1-14 days** after making the reservation. A non refundable deposit of **25%** is required for all reservations made for between **15 December and 10 January** in any given year, within **48 hours** of making the booking.
- \* A **50%** deposit for the total accommodation is required **31-60 days** prior to arrival
- \* Full payment will be due **30 days** prior to arrival date or if the booking is made **30 days or less** of the arrival date, full payment is required within **48 hours** of making the booking.
- \* **Please note that Mateya Safari Lodge reserves the right to sell accommodation held without the relevant deposit to a cash buyer**
- \* Following a deposit request, a reasonable time period will be allowed for the necessary deposit to be settled
- \* All reservations must be please be made in writing, i.e by fax, e-mail or letter
- \* All changes to reservations, i.e. dates, number of guests ect. must please be notified in writing

### CANCELLATIONS:

- \* Should a cancellations be received **61 days** prior to arrival, the deposit will be refunded in full unless the reservation falls between **15 December and 10 January**, in which case the deposit is non refundable
- \* Reservations cancelled **31-60 days** prior to arrival will be charged a **50%** cancellation fee of the total accomodation amount
- \* Reservations cancelled **1-30 days** prior to arrival will be charged a **90%** cancellation fee of the total accomodation amount
- \* All cancellations must be made in writing

### PROMOTIONS:

- \* Flight Promotion - Only apply to full paying adult rates & flight cancellation fees apply as per Fedair Terms & Conditions if confirmed bookings are cancelled
  - \* 4 Night promotion only applies on full paying adult rates
  - \* Promotion packages can not be used inconjunction with any other promotion packages
  - \* Promotions can not be used inconjunction with child rates

### GUIDES & PILOTS RATES

- \* Bonafide guides/pilots/tour leaders/drivers will be accommodated at a rate of R 1 200.00 per person per night in specially allocated accomodation
  - \* This rates includes accommodation & all meals with the Mateya Safari Lodge staff
  - \* If guests would like their guide to join them for meals, there will be an additional charge of R 400.00 per day
  - \* Pilots or guides partaking in game drives or other activities will be at the management's discretion

### CHILD POLICY:

- \* The minimum age for children accepted at Mateya Safari Lodge is **9 years of age**, unless sole use of the lodge (5 suites) is booked, there will be no age limit in place
- \* Children 13 years & under will be charged 50% of adult sharing rate, unless child stays in a suite on it's self, in such case the child will be charged the full adult rate

### GENERAL:

- \* Only children 13 years & under can be accomodated on a triple basis in one room
  - \* Check in times is reserved for 12H00 & check-out time is set at 11H00
- \* Please note that departure times may be arrange, subject to availability of our suites
- \* Arrival, departure times & method of transport must please be advised prior to arrival
  - \* Please advise us of any dietary requirements prior to arrival at the lodge
  - \* Private Vehicle Rate - R 2 500.00 per drive

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