

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

TERMS & CONDITIONS APPLICABLE TO PROMOTIONS:

- Free of charge offer only applicable to every full paying guest per room.
- Subject to Federal Air Flight availability at time of booking.
- Flight cancellation fees apply as per Federal Air Terms & Conditions.
- Offer not redeemable for cash nor applicable in combination with other special offers & promotions.
- 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 accommodation
 - * 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 600.00 per day
 - * Pilots or guides partaking in game drives or other activities will be at the management's discretion

CHILD POLICY:

- * Children 9 years and older are welcome at Mateya Safari Lodge
- * Children 9 to 13 years will be charged 50% of adult sharing rate, unless children stay in a suite on their own, in such case the child will be charged the full adult rate

GENERAL:

- * Only children 9-13 years 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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