

# MATEYA

SAFARI LODGE

## TERMS & CONDITIONS

### PAYMENT POLICY:

- All reservations or amendments should be made in writing via e-mail please.
- Reservations will be held on a provisional basis for **14 days** from the date the booking was made.
- A **25%** deposit of the total accommodation is required **1-14 days** after making the reservation.
- A **50%** deposit of the total accommodation is required **31-60 days** prior to arrival.
- The remainder of the payment will be due **30 days** prior to arrival date.
- If the booking is made **30 days or less** of the arrival date, full payment is required within **48 hours** of making the booking.
- Should the deposit/pre-payment not be received within the time-frame specified, we reserve the right to release the reservation.

### CANCELLATION POLICY:

- **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.
- **31-60 days** prior to arrival - **50%** of the total accommodation amount.
- **1-30 days** prior to arrival - **100%** of the total accommodation amount.
- All cancellations should be made in writing via e-mail please.
- Flight cancellations and road transfer cancellations are subject to the policy of the respective suppliers.

### PEAK SEASON PAYMENT AND CANCELLATION POLICY:

- All Bookings between **15 December and 10 January** can only be secured once a non-refundable deposit of 25% has been paid.
- The **non-refundable** deposit of 25% is required within **48 hours** of making the booking.
- Further to this, standard cancellation fees apply.

### MINIMUM STAY:

- Please note that during peak season (**15 December to 10 January**) we operate a dynamic minimum night stay policy whereby we will seek to accommodate any length of stay provided that the booking does not create an unsellable night.

### **T&C's APPLICABLE TO PROMOTIONS:**

- Flights to be booked through Mateya Safari Lodge.
- Kindly note, free of charge offer only applicable to every full paying guest per room and subject to Federal Air Flight availability at time of booking.
- Federal Airlines requires a minimum of two guests per booking. A single guest supplement may apply.
- Flight cancellation fees apply as per Federal Airlines Terms & Conditions.
- Offer not redeemable for cash nor applicable in combination with other special offers and promotions or child rates.
- Mateya Honeymoon Special only valid when travelling within six months of the marriage date (marriage certificate is required).

### **CHILD POLICY:**

- The minimum age for children accepted at Mateya Safari Lodge is 9 years of age, for sole use reservations children of all ages are welcome.
- No children under 5 are permitted on a regular game drive.
- Children 13 years and under will be charged 50% of the adult sharing rate, unless a child stays in a suite on their own, in such case the child will be charged the full adult rate.

### **BUSH WALK POLICY:**

- Persons 16 years and over are permitted on game walks.
- Guests over the age of 60 years need to have a medical certificate from their doctor confirming that they are medically fit to partake in the walk.
- Game walks are upon management's discretion to refuse anyone whom they may deem unsafe / unsuited to participate in these activities.

### **TOUR LEADER/GUIDE/PILOT POLICY:**

- Tour Leaders/Guides/Pilots will be accommodated at a rate of R 1 200.00 per person per night in specially allocated accommodation.
- The rate includes all meals with the Mateya Staff, should guests request their guide to join them for meals then there will be an additional fee of:  
2022 - R 700.00 per day / 2023 - R 760.00 per day.
- Partaking in game drives or other activities will be at management's discretion and subject to space available on the vehicle.

### **CHECK-IN / CHECK-OUT TIMES:**

- **Check-in** time is 13h00
- **Check-out** time is 11h00
- Early check-in or late check-out is subject to availability and can only be confirmed on-site on the day.