



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 timeframe 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 at Mateya Safari Lodge is 9 years. For sole-use reservations, children of all ages are welcome.
- Children under the age of 5 are not permitted on regular game drives.
- Children aged 13 years and younger will be charged 50% of the adult sharing rate. Should a child occupy a suite on their own, the full adult rate will apply.

BUSH WALK POLICY:

- Guests aged 16 and over are permitted on bush walks.
- Guests over 60 must provide a medical certificate confirming fitness to participate.
- Participation in game walks is at management's discretion and may be refused if deemed unsafe.

TOUR LEADER/GUIDE/PILOT POLICY:

- Tour leaders, guides, and pilots will be accommodated at a rate of R1,200.00 per person per night in the staff residence.
- The rate includes all meals with Mateya staff. Should guests request that their guide dine with them, a supplementary charge of R1,000.00 per day will apply for 2026 and 2027 bookings.
- Participation in game drives or other activities is at management's discretion and subject to vehicle availability.

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.