

## TERMS & CONDITIONS FOR GROUP BOOKINGS

### MINIMUM STAY POLICY

- 2 night minimum stay year round at Rhino Ridge Safari Lodge, Thonga Beach Lodge, Kosi Forest Lodge and Tsowa Safari Island.
- 3 night minimum stay from 15 December to 15 January at Thonga Beach Lodge.

### PROVISIONAL BOOKINGS & CONFIRMATIONS

- All bookings must be made in writing via email to [res@isibindi.co.za](mailto:res@isibindi.co.za).
- By confirming a reservation you accept our booking terms and conditions which are binding.
- We do not accept telephonic bookings.
- Provisional bookings made more than 3 months in advance, will be automatically released after 7 days if confirmation has not been received in writing, unless otherwise authorised.
- Provisional bookings made less than 3 months in advance, will be automatically released after 48 hours if confirmation has not been received in writing, unless otherwise authorised.
- Should the above release time not be suitable, please feel free to contact us to discuss alternate arrangements.
- We adhere strictly to our cancellation policy as stipulated below as we run small lodges in remote areas and cancellations, even of just two people, can greatly affect the operation of the lodge.

### DEPOSIT & BALANCE OF PAYMENT

- We require written confirmation via email to [res@isibindi.co.za](mailto:res@isibindi.co.za) accepting our terms and conditions which are binding.
- These booking terms and conditions apply to a group of 8 or more guests.
- We require a 25% NON-REFUNDABLE deposit on confirmation for groups.
- We require full pre-payment 60 days prior to guests date of arrival.
- We reserve the right to cancel the reservation should we not receive payment timeously.
- All guests are required to pay, prior to departure all sundry charges incurred at the lodge. Please note that only cash & credit cards are accepted at the lodges. Debit cards are not accepted at the lodges for payment.

### CANCELLATION POLICY FOR NON COVID-19 REASONS

Cancellations must be received in writing via email to [res@isibindi.co.za](mailto:res@isibindi.co.za). Such written cancellation received:

- More than 60 days prior to the due date of arrival will attract a 50% cancellation fee of the full accommodation charge.
- 30 - 59 days prior to the due date of arrival will attract a 75% cancellation fee of the full accommodation charge.
- Less than 30 days prior to the due date of arrival will attract a 90% cancellation fee of the full accommodation charge.

### CANCELLATION POLICY FOR COVID-19 REASONS

Valid cancellation must be received in writing via email to [res@isibindi.co.za](mailto:res@isibindi.co.za). Such written cancellation received:

- More than 48 hours prior to the due date of arrival will receive 100% refund of the full accommodation charge.
- Within 48 hours of the due date of arrival will receive 90% refund of the full accommodation charge. The balance of 10% will be held as a credit against future bookings.
- Should a guest cancel for any of the COVID-19 reasons stipulated below during their stay, they will receive a credit for 50% of the unused nights, to be used against future bookings.
- If a guest cannot take up their booking due to a COVID-19 reason as stipulated below they may postpone their booking for up to 2 years from date of original travel. The original rate charged will be honored provided the booking falls within the same season. If a booking for a low season period is postponed to a high season period, the guest will be charged the difference between the low season and high season rate as at the time of the initial booking. 3rd party charges e.g. park fees and road transfers will be charged at the rate as at the date of travel. Services provided by 3rd parties may be subject to the cancellation policy of the service provider.

### ACCEPTED COVID-19 REASONS FOR CANCELLATION

The COVID-19 cancellation policy will apply should a guest or someone in their immediate family:

- Contract COVID-19.
- Be prohibited from travelling to our lodges by the relevant government due to COVID-19 regulations.
- Be advised by a medical practitioner not to travel due to the risk imposed by COVID-19 and pre-existing medical conditions of the guest.

We reserve the right to request proof of a positive COVID-19 test result and/or any reasonable evidence and supporting documentation including medical certificates for any of the abovementioned reasons.

### BANK CHARGES

- All bank deposits are to be received free of any bank charges or commissions.
- All credit card payments by agents for accommodation will have a 3% surcharge, except AMEX & DINERS which have a 5% surcharge.

### TRAVEL INSURANCE

It is the guest's responsibility to ensure that they have full comprehensive travel, medical and vehicle insurance. It is the guest's responsibility to ensure that their insurance covers any cancellation fees that may arise. Isibindi Africa Lodges will not accept responsibility for any losses incurred.

### VAT & LEVIES

Rates include VAT. Rates exclude the Isibindi Foundation levy and park fees.

These rates supersede all previous rates and are subject to change without notice.  
All prices include VAT except road transfers, park fees and the Isibindi Foundation levy which are non-vatable.  
All rates exclude park fees.