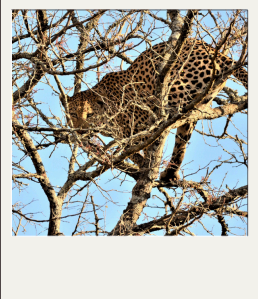


# OUR TERMS AND CONDITIONS

## General Bookings

#WeKeepItSimple with 100% flexibility and 100% trust.



### BOOKINGS

- Your booking must be received in writing via e-mail.
- Our booking team will send you a confirmation in writing.
- We will hold your booking provisionally for 24 hours



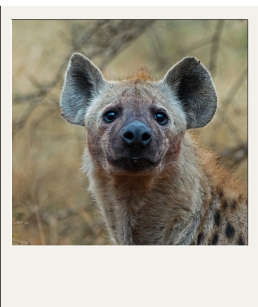
### PAYMENTS

- All payments will be made into an Escrow account for Trusted refund policy
- You receive a guaranteed confirmation on a 20% deposit
- Your full payment is required 45 days prior to arrival.



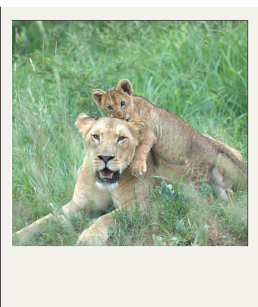
### CANCELLATIONS

- 20% From confirmation to 46 days prior
- 50% 31 – 45 days prior
- 80% 8 – 30 days prior
- 100% 1 – 7 days prior
- Refunds will be made to the Rand value received.



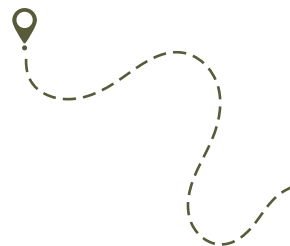
### POSTPONEMENTS

- You will face no penalty for any postponed reservation, for any covid related reason.
- All your payments will be transferred to your new booking.



### CHILD POLICY

- Regretfully, no children under the age of 12.
- All Children pay full adult rate.



## Group Bookings

#WeveGotYouCovered

As we are small, exclusive and private lodges, and mostly have single bookings, group bookings are a large risk for us, which is why we have standard cancellation terms in place for bookings of 3 rooms or more.

### BOOKINGS

- Your booking must be received in writing via e-mail.
- Our booking team will send you a confirmation in writing.
- We will hold your booking provisionally for 24 hours

### PAYMENTS

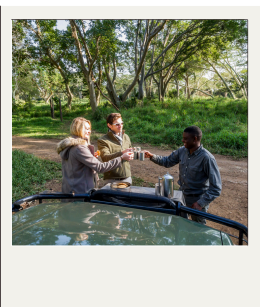
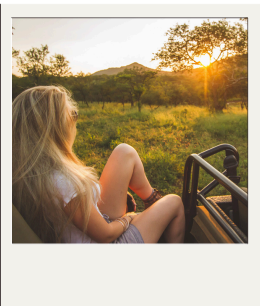
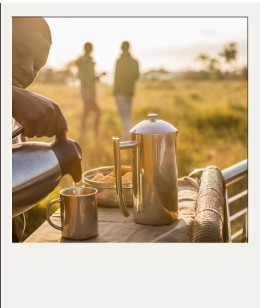
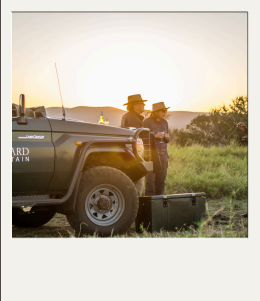
- You receive a guaranteed confirmation on a 20% deposit
- Your full payment is required 90 days prior to arrival.

### CANCELLATIONS

- 46 – 90 Days before arrival – 50% cancellation fee.
- 45 – 0 Days before arrival – 80% cancellation fee.
- Refunds will be made to the Rand value received.

### POSTPONEMENTS

- You will face no penalty for any postponed reservation, for any covid related reason.
- All your payments will be transferred to your new booking.



# OUR FREQUENTLY ASKED QUESTIONS

## What are your current rates?

Our Best Available Rate ranges from R5,100 to R12,000 per person per night

## What is included in the fully inclusive rate?

Luxury accommodation, two safaris daily, breakfast, picnic-basket lunch, afternoon tea, dinner, soft drinks, house wines, local spirits and beers, teas and coffees, Wi-Fi and VAT.

## What is not included?

Champagne, cognacs, cellar wines, premium spirits, the Manyoni Conservation Levy, spa and other additional activities, flights and transfers.

## Is VAT included in the price?

Yes. All prices include VAT at 15 percent.

## How much is the Manyoni Conservation Levy and why is it charged?

R180 per person per night. It directly supports endangered-species conservation in the reserve. The levy is subject to change annually.

## Do you offer the best rate when booking direct?

Yes. Book direct for the best available rate.

## Are flights and transfers included?

No. Flights and transfers to and from Leopard Mountain are not included.

## Can you cater for dietary requirements?

Yes. Most dietary needs can be accommodated. Please advise your requirements when booking.

## How many game drives are included each day?

Two safaris daily in open vehicles are included in your stay.

## What is your child policy?

Regretfully, no children under 12. All children pay the full adult rate.

## What are the check-in and check-out times?

Check-in 14:00 and check-out 10:00.

## What currency do you charge in?

Transactions are in South African Rands (ZAR). Quotes in foreign currency are available on request.

## How do I secure a booking and when is payment due?

Bookings are taken in writing via email and held provisionally for 24 hours. A 20 percent deposit confirms the reservation, with full payment due 45 days prior to arrival. Payments are made into an escrow account.

## What are your cancellation terms for individual bookings?

20 percent from confirmation to 46 days prior; 50 percent 31–45 days; 80 percent 8–30 days; 100 percent 1–7 days. Refunds are made to the Rand value received.

## What are the terms for group bookings (3 rooms or more)?

Deposit 20 percent to confirm. Full payment 90 days prior. Cancellations: 50 percent 46–90 days, 80 percent 45–0 days.

## How are additional activities and spa treatments charged?

Prices are available on request. Charges are payable on departure or can be added to your invoice.

## CONTACT US

CENTRAL RESERVATIONS

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