



## BOOKING TERMS & CONDITIONS

### 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.

### Deposit & Balance of Payment

- All bookings must be confirmed in writing via email to [res@isibindi.co.za](mailto:res@isibindi.co.za). We do not accept telephonic bookings.
- We require written confirmation via email to [res@isibindi.co.za](mailto:res@isibindi.co.za) accepting our terms and conditions which are binding.
- A 50% deposit is required within 2 working days of making a booking to confirm your booking. Bookings will automatically be released if the deposit is not received within 2 working days of making the booking.
- The balance is payable prior to departure at the lodge together with all sundry charges incurred at the lodge. Please note that only cash or credit cards are accepted at the lodges. Debit cards are not accepted at the lodges for payment.
- We reserve the right to cancel a reservation should we not receive this payment timeously.
- 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.

### 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.

### Cancellation Policy

#### CANCELLATION POLICY FOR **NON COVID-19 REASONS**

*Applicable to all confirmed reservations, except groups*

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 10% cancellation fee of the full accommodation charge.
- 30 - 59 days prior to the due date of arrival will attract a 25% cancellation fee of the full accommodation charge.
- 7 - 29 days prior to the due date of arrival will attract a 50% cancellation fee of the full accommodation charge.
- Less than 7 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

*Applicable to all confirmed reservations, except groups*

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.*

## Travel Insurance

- Travel Insurance is the client's responsibility. Please ensure your insurance covers all cancellation fees that may arise.

## VAT & Levies

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