

# 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.

## PAYMENT TERMS

- In order to confirm your booking, a 50% deposit must be paid within 2 working days of making the booking.
- By confirming your booking and paying the deposit you also agree to our terms and conditions which then becomes binding.
- We reserve the right to cancel and release a booking if the 50% deposit is not paid within 2 working days.
- The balance of the booking is payable at the lodge prior to departure from the lodge together with all sundry and incidental charges incurred at the lodge.
- Please note that only cash and credit cards are accepted at the lodges. Debit cards are not accepted at the lodges for making payments.
- We adhere strictly to the cancellation policy as stipulated below due to the fact that we run small lodges in remote locations and cancellations, even of just two people, can have a significant effect on the operations of the lodges.

## 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.*

## 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.