

Situated at the foot of the Warmwaterberg Mountains, Sanbona pays tribute to the San people who trekked this earth in the heart of South Africa's Klein Karoo. Sanbona has an alluring atmosphere of stillness, an air of isolation amid the raw beauty and boundless plains. Sanbona and the spirit of the San people welcome you.

Sanbona Wildlife Reserve incorporates three luxury lodges - each one unique with its own essence. Lodges are designed in harmony with their surroundings where guests can experience nature in sublime comfort. All lodges operate independently, each with a full staff complement including its own management team, chef brigade, hosts and experienced field guides.

### Standard Rates, Terms & Conditions

#### Rates

Validity	No of each type	ADJUSTED SEASON		
		01 April- 30 April 2018		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
<b>Tilney Manor</b>	6	ZAR 7 875	ZAR 10 240	N/A
<b>Gondwana Family Lodge</b>	12	ZAR 7 875	ZAR 10 240	ZAR 3 940
<b>Dwyka Tented Lodge</b>	9	ZAR 8 315	ZAR 10 810	N/A

Validity	No of each type	LOW SEASON		
		01 May 2018 - 31 August 2018		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
<b>Tilney Manor</b>	6	ZAR 6 005	ZAR 7 805	N/A
<b>Gondwana Family Lodge</b>	12	ZAR 6 005	ZAR 7 805	ZAR 3 005
<b>Dwyka Tented Lodge</b>	9	ZAR 6 760	ZAR 8 790	N/A

Validity	No of each type	HIGH SEASON		
		01 September 2018 - 30 November 2018   01 - 30 April 2019		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
<b>Tilney Manor</b>	6	ZAR 8 050	ZAR 10 465	N/A
<b>Gondwana Family Lodge</b>	12	ZAR 8 050	ZAR 10 465	ZAR 4 025
<b>Dwyka Tented Lodge</b>	9	ZAR 8 500	ZAR 11 050	N/A

Validity	No of each type	PEAK SEASON		
		01 December 2018 - 31 March 2019		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 10 260	ZAR 13 340	ZAR N/A
Gondwana Family Lodge	12	ZAR 10 260	ZAR 13 340	ZAR 5 130
Dwyka Tented Lodge	9	ZAR 10 810	ZAR 14 055	ZAR N/A

- All rates are quoted and invoiced in South African Rand (ZAR) on a “per person per night” basis. No other levies apply.
- Adults travelling:
  - Adult Sharing rates apply to persons (12 years and older) sharing one room/suite/tent. Persons 12 years and older are considered adults and will therefore require their own room/suite/tent at the applicable rates.
  - Single Adult rates are only applicable when one adult is staying by him/herself in one room/suite/tent. Not applicable when an adult is sharing a room/suite/tent with a child/children.
  - Note that all rooms can sleep a maximum of two adults.
  - Above mentioned rates are inclusive of breakfast, lunch, dinner, game drives, guided wilderness walks, tea, coffee, water, game drive beverages, tourism levy and 15% VAT (all other beverages are excluded and must be settled upon departure).
  - Persons under the age of 16 years are not permitted on any walking safaris.
- Children travelling:
  - Applicable to Gondwana Family Lodge only.
  - Child rates are applicable to children from 4 years up to and including 11 years; irrespective of whether children are sharing with adults or staying in their own room/suite (single or sharing).
  - 0 to 3years old are accommodated at no additional cost, on a sharing basis only with adults.
  - Above mentioned rates are inclusive of the “Kids on Safari” program, breakfast, lunch, dinner, game drives, tea, coffee, water, game drive beverages, tourism levy and 15% VAT (all other beverages are excluded and must be settled upon departure).
  - Persons under the age of 4 years are not permitted on game drives.
  - Persons under the age of 16 years are not permitted at Dwyka Tented Lodge
  - Persons under the age of 12 are not permitted at Tilney Manor.
- All rates are subject to change without prior notice.
- We recommend a minimum stay of two nights throughout the year. A minimum 2 night stay restriction is applicable over the festive period during Peak season.
- Contracted rates:
  - **Only RACK rates are allowed to be published via any and all mediums.**

### Value Adding Offers

- The below offers are available on the above-mentioned rates.
- Offers are not combinable with each other or any other promotion in the market place.
- All offers are subject to availability at the time of booking and may be withdrawn at any time.

Offer	Details	Validity
Long Stay Discount	Receive 10% discount when booking 3 consecutive nights at any luxury lodge	1 <sup>st</sup> April 2018- 30 <sup>th</sup> September 2018; 1 <sup>st</sup> April 2019- 30 <sup>th</sup> April 2019  [EXCLUDING: 30 <sup>th</sup> March 2018- 2 <sup>nd</sup> April 2018 18 <sup>th</sup> - 23 <sup>rd</sup> April 2019]
Sole Use Offer	Book sole use (all rooms) of any luxury lodge for 2 nights and receive 1 room free of charge.	1 <sup>st</sup> April 2018- 30 <sup>th</sup> September 2018; 1 <sup>st</sup> April 2019- 30 <sup>th</sup> April 2019  [EXCLUDING: 30 <sup>th</sup> March 2018- 2 <sup>nd</sup> April 2018 18 <sup>th</sup> - 23 <sup>rd</sup> April 2019]

### Children Policy

- This policy applies to all persons from 0 up to and including 11 years old.
- Persons under the age of 4 years are not permitted on any game drives.
- Persons under the age of 16 years are not permitted on any walking safaris.
- Persons under the age of 16 years are not permitted at Dwyka Tented Camp.
- Persons under the age of 12 years are not permitted at Tilney Lodge.
- Children are accommodated at Gondwana Family Lodge only.
- 0 – 3 Years old
  - are accommodated at no additional cost
  - must share with adults, depending on the availability of cots and/or rooms with a sleeper couch
  - are not permitted on game drives
- 4 – 11 Years old
  - are accommodated at 50% (half) of the adult sharing rate
  - may share with adults, depending on the availability of rooms with a sleeper couch
  - are permitted on game drives
- Sleeper couches can accommodate a maximum of **one** child.

- Cots can accommodate a maximum of **one** child.
- Rooms can accommodate a maximum of one cot and one sleeper couch only.
- Rooms accommodating children sharing with parents contain one sleeper couch per room.
- Complimentary child minding is available during game drive hours in our kiddies play centre.
- Additional child minding service are available upon request and can be arranged at an additional cost.

### **Travel Information**

#### **Insurance**

- We highly recommend that travel insurance is taken out.

#### **Transfers / Gate Times**

- Transfers to and from the reserve can be arranged with reservations on request at an additional cost.
- Terms and Conditions relating to Road transfers apply, and are available on request/as addendum to this document
- All transfers are handled by accredited car hire and charter companies.
- A complimentary transfer from the welcoming lounge, located 15 kilometers into Sanbona Wildlife Reserve, to the different lodges is available on request and must be booked at least 72 hours in advance; please contact reservations in order to book these
  - arriving guests are picked up from the welcoming lounge at 12h30 or 16h00 (guests arriving on the later transfer will not be able to join the afternoon game drive);
  - departing guests are picked up from their lodge to be back at the welcoming lounge by 12h30.

### **Minimum Stay**

#### **Festive Season (15<sup>th</sup> December 2018- 13<sup>th</sup> January 2019)**

- A minimum of a two-night stay will be applied to all bookings over the festive period.
- Any remaining available inventory will become available for sale 90 days' prior for one night reservations.

### **Direct Clients**

- 25% Deposit will be required within 14 days of the reservation being made.
- Balance will be required 60 days prior to arrival.
- Full pre-payment will be required at the time of booking for reservations made within 60 days of arrival.
- Sanbona Wildlife Reserve reserves the right to release bookings, should payment not be received by the requested date.

### **Cancellations**

#### **Peak Season (01 December 2018 - 31 March 2019)**

- Only written cancellations will be accepted; please ensure you receive an acknowledgment of cancellation from reservations.

- A fee of 50% of booking value will be charged if cancellation is less than 60 days prior to arrival.
- A fee of 100% of booking value will be charged if cancellation is less than 30 days prior to arrival.
- All reservations must be cancelled through/ via the original booking channel; failure to do so will result in full payment being required.

#### **General**

- Only written cancellations will be accepted; please ensure you receive an acknowledgment of cancellation from reservations.
- A fee of 25% of the booking value will be charged if cancellation is less than 30 days prior to arrival.
- A fee of 50% of the booking value will be charged if cancellation is less than 15 days prior to arrival.
- A fee of 100% of the booking value will be charged if cancellation is less than 7 days prior to arrival.
- All reservations must be cancelled through/ via the original booking channel; failure to do so will result in full payment being required.

#### **Group Deposit, Payment and Cancellation**

- Policy applies to bookings of eight (8) or more people.
- A minimum stay of two nights applies throughout the year.
- A 10% non-refundable deposit will be requested at the time of booking in order to secure rooms.
- A 50% non-refundable deposit is payable **90** days prior to arrival.
- A 100% non-refundable payment **60** days prior to arrival.

**PLEASE BE ADVISED THE ABOVE TERMS MAY NOT BE CEDED NOR ARE THEY NEGOTIABLE.**

#### **Tour Series Deposit, Payment and Cancellation**

Policy applies to bookings consisting of multiple rooms with set arrival/departure dates within a period of 12 months. The following terms and conditions must be agreed and adhered to in order to hold rooms for tour series:

##### **General:**

Sanbona Wildlife Reserve may request room(s) back at any point should it receive a confirmed booking for the same dates. The agent must release the room(s) back to Sanbona Wildlife Reserve if it has not been sold at that point. A 10% non-refundable deposit will be required immediately for room(s) should the agent not wish to release the room(s) back to Sanbona Wildlife Reserve.

##### **Cancellations:**

- For all cancellations within six months of arrival, a fee of 10% of total value per room cancelled will be charged.
- For all cancellations within five months of arrival, a fee of 15% of total value per room cancelled will be charged.
- For all cancellations within four months of arrival, a fee of 25% of total value per room cancelled will be charged.

- For all cancellations within three months of arrival, a fee of 50% of total value per room cancelled will be charged.
- For all cancellations within two months of arrival, a fee of 100% of total value per room cancelled will be charged.

**Payment:**

- 10% non- refundable deposit will be required within six months of booking being made. This will allow us to hold rooms in advance and decline any and all other business we get for the same dates.
- 50% of total group value must be settled three months prior to arrival.
- The balance, i.e. full pre-payment, of total group value must be settled two months prior to arrival.

**PLEASE BE ADVISED THE ABOVE TERMS MAY NOT BE CEDED NOR ARE THEY NEGOTIABLE.**

**What to advise prior to arrival**

- Where does the reservation originate from?
- How will guests arrive and depart?
- What time will guests arrive and depart?
- Do guests have any special occasion to celebrate?
- Do guests have any special dietary or other requirements?
- Contact number and email where guests can be contacted prior to arrival

**ACCEPTANCE OF CONTRACT:**

Company Name: \_\_\_\_\_

Contact Persons Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Bookings / More Information**

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