

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

Season	No of each type	LOW SEASON		
Validity		01 May 2021 - 30 September 2021		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 7 000	ZAR 9 100	
Gondwana Family Lodge	12	ZAR 7 000	ZAR 9 100	ZAR 3 500
Dwyka Tented Lodge	9	ZAR 7 880	ZAR 10 245	

Season	No of each type	HIGH SEASON		
Validity		01 October 2021 - 30 November 2021; 01 April 2022 - 30 April 2022		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 9 390	ZAR 12 205	
Gondwana Family Lodge	12	ZAR 9 390	ZAR 12 205	ZAR 4 695
Dwyka Tented Lodge	9	ZAR 9 910	ZAR 12 885	

Season	No of each type	PEAK SEASON		
Validity		01 December 2021 - 16 December 2021; 04 January 2022 - 31 March 2022		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 11 965	ZAR 15 555	
Gondwana Family Lodge	12	ZAR 11 965	ZAR 15 555	ZAR 5 985
Dwyka Tented Lodge	9	ZAR 12 600	ZAR 16 380	

Season	No of each type	SEASONAL PEAK SEASON		
Validity		17 December 2021 – 03 January 2022		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 12 565	ZAR 16 335	
Gondwana Family Lodge	12	ZAR 12 565	ZAR 16 335	ZAR 6 285
Dwyka Tented Lodge	9	ZAR 13 240	ZAR 17 210	

Rates

- All rates are quoted and invoiced in South African Rand (ZAR) on a “per person per night” basis.
- Adults travelling:
 - Adult Sharing rates apply to persons (12 years and older) sharing one room/suite. Persons 12 years and older are considered adults and will therefore require their own room/suite at the applicable rates.
 - Single Adult rates are only applicable when one adult is staying by him/herself in one room/suite. Not applicable when an adult is sharing a room/suite with a child/ children.
 - Note that all rooms can sleep a maximum of two adults.
 - Above mentioned rates are inclusive of 2 daily game drives, guided wilderness walks, all meals, non-alcoholic beverages, all game drive snacks and beverages, internal reserve transfers between the lodges and welcome lounge, tourism levy and 15% VAT.
 - The rates exclude: daily conservation levy, alcoholic beverages and all items of a personal nature, which must be settled directly prior to departure.
 - Persons under the age of 14 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 3 years 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, 2 daily game drives, guided wilderness walks, all meals, non-alcoholic beverages, all game drive snacks and beverages, internal reserve transfers between the lodge and welcome lounge, tourism levy and 15% VAT (daily conservation levy and all items of a personal nature are excluded and must be settled prior to 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.
 - Complimentary child minding is available in the kiddie’s entertainment area during game drives and the course of the day.
- Conservation Levy:
 - A daily conservation levy of R125 per person per night will be implemented as of: 01 May 2021, children between the ages of 4- 11 years will be levied at 50% (half) of the adult rate.
 - The conservation levy will be charged on the initial invoice to be settled at booking stage, alternatively settled directly by the guest on departure.
 - This levy is not included in the above-mentioned rates, nor it is commissionable.
 - The purpose of the guest conservation levy is to support the intense and ongoing conservation efforts on the reserve and support provided to local communities.
- 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 Seasonal Peak Season period.
- Contracted rates:
 - **Only RACK rates are allowed to be published via any and all mediums.**

- All rates listed as “Nett” are confidential and subject to providing the source/origin of bookings as well as the origin of guests at the time of booking.

Value Adding Offers

- The below offers are available on the above-mentioned rates.
- All offers are subject to availability at the time of booking and may be withdrawn at any time.

Offer	Details	Validity	Terms and Conditions
Long Stay Discount	Receive 10% discount when booking 3 consecutive nights at any luxury lodge	01 April 2021- 30 September 2021 [EXCLUDING: 02- 05 April 2021]	Long Stay Discount is combinable with the Early Booker Promotion only.
Sole Use Offer	Book sole use (all rooms) of any luxury lodge for 2 nights and receive 1 room free of charge.	01 April 2021- 30 September 2021 [EXCLUDING: 02- 05 April 2021]	Sole Use Offer is not combinable with each other or any other promotion in the marketplace.
New Promotions:			
Early Booker Promotion	Make a confirmed booking at any luxury lodge 6 months or more prior to arrival and receive a 10% discount. This offer is not restricted to a minimum stay.	01 May 2021 – 30 September 2021	The Early Booker Promotion is combinable with our Long Stay Discount. Therefore: confirm a three consecutive night stay or longer between 01 May 2021 – 30 September 2021 more than 6 months prior to the arrival date and receive a total discount of 20%
Stay 4 Pay 3	Stay for 4 consecutive nights at any luxury lodge and only pay for 3	01 May 2021 – 30 September 2021	The Stay 4 Pay 3 offer not combinable with any other promotion in the marketplace.

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 14 years are not permitted on any walking safaris.
- Persons under the age of 16 years are not permitted at Dwyka Tented Lodge.
- 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 and during the course of the day in our kiddies play center.
- Outside of our kiddies play center opening hours, 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.

Special Catering/ Outsourced Meals

- Please note that the outsourcing of any certified meals (i.e. Kosher or Halaal) will incur an additional surcharge per person per day.

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.

Provisional Reservations

- Provisional bookings during festive season (17 December 2021 – 03 January 2022 (travelling dates)) will be held for a maximum of 24 hours.
- Subject to availability; i.e.: should we have limited suites available, only confirmed bookings will be accepted.
- Bookings made less than 30 days prior to arrival will be held for a maximum of 48 hours.
- Bookings made 31 - 90 days prior to arrival will be held for a maximum of 7 consecutive days.
- Bookings made more than 90 days prior to arrival will be held for a maximum of 14 consecutive days.
- Should confirmation not be received by the given date, the booking will be automatically released and can only be reinstated subject to availability and on the basis that the booking is confirmed/guaranteed.
- Full names of guests traveling will be required to convert the status from provisional to confirmed. Name changes are not permitted once reservations have been confirmed.

Minimum Stay

Festive Season (17 December 2021 – 03 January 2022)

- 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.

Payment

- The full balance of payment is required 15 days from the statement date.
- E.G. On the 16th of the month, all bookings from 01 – 15 of that month, will be on statement and to be paid by the 31st of that month. On the 1st of the following month all bookings from 16 – 31 of the previous month will be on the statement and to be paid by the 15th of that month.
- Any discrepancies on the confirmation/pro forma invoice must be addressed at the time of booking.
- Sanbona Wildlife Reserve and/ or Jock Safari Lodge will not alter any invoices on the statement, unless discrepancies are addressed within 7 days of issue.
- 2.5% Interest will apply for late payments.
- Sanbona Wildlife Reserve reserves the right to withdraw the account facility.
- All bank charges are for the account holder's account and will not be paid by Sanbona Wildlife Reserve and/ or Jock Safari Lodge; these will be invoiced back on the next statement if this is not adhered to.
- Credit card payments are subject to a 5% transaction fee based on total transaction value which will be taken with payment; invoices for these charges will be reflected on the next statement.

Cancellations

General Terms (01 October 2021 – 30 April 2022)

- 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 30 days prior to arrival.
- A fee of 100% of booking value will be charged if cancellation is less than 14 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.

Low Season Terms (01 May 2021- 30 September 2021)

- 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- 15 days prior to arrival.
- A fee of 50% of the booking value will be charged if cancellation is less than 14- 8 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.

COVID SPECIFIC CANCELLATION TERMS

In the event of cancellation due the below listed Covid19 reasons **no cancellation fees** will be levied:

- Infection with the COVID-19 virus of one or more travel participants and is under treatment or in ordered quarantine. Reasonable evidence, written statements and or documents to support the reasons for cancellation that are given.
- The South African government prohibits guest travel into South Africa by way of lock down or international border closure

- The government in the guest's country of residence prohibits travel into / from the guests country of residence &/or South Africa
- Prohibition on transport (airline) due a direct COVID related concern. Reasonable evidence, written statements and or documents to support the reasons for cancellation that are given.
- Sanbona Wildlife Reserve reserves the right to ask for any reasonable evidence, written statements and or documents to verify the reason for cancellation that is given.

FIT Groups, Set Departure Tours, Set Departure Itineraries and Tour Series 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 25% non-refundable deposit is payable **90** days prior to arrival.
- A 50% non-refundable payment **60** days prior to arrival.
- A 100% non-refundable payment **30** days prior to arrival
- All rooming lists are required 30 days prior to arrival.

The following terms and conditions must be agreed and adhered to in order to hold rooms for FIT Groups, Set Departure Tours, Set Departure Itineraries and 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:

- The cancellation policy is applied in the event of a reduction in rooms. Should one person in a sharing room cancel, the room rate will then revert to a single occupancy and single occupancy supplement will be applicable to the guest.
- For all cancellations within three months of arrival, a fee of 25% of total value per room cancelled will be charged.
- For all cancellations within two months of arrival, a fee of 50% of total value per room cancelled will be charged.
- For all cancellations within one months of arrival, a fee of 100% of total value per room cancelled will be charged.

Payment:

- 10% non- refundable deposit may be requested at any time during the booking process should Sanbona receive a confirmed booking for the same dates. This will allow us to hold rooms in advance and decline any and all other business we get for the same dates.
- 25% of total group value must be settled three months prior to arrival.
- 50% of total group value must be settled two months prior to arrival.
- The balance, i.e. full pre-payment, of total group value must be settled one month 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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