

## TERMS & CONDITIONS FOR GROUP BOOKINGS

### 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.

### PROVISIONAL BOOKINGS & CONFIRMATIONS

- All bookings must be made in writing via email to [res@isibindi.co.za](mailto:res@isibindi.co.za).
- By confirming a reservation you accept our booking terms and conditions which are binding.
- We do not accept telephonic bookings.
- Provisional bookings made more than 3 months in advance, will be automatically released after 7 days if confirmation has not been received in writing, unless otherwise authorised.
- Provisional bookings made less than 3 months in advance, will be automatically released after 48 hours if confirmation has not been received in writing, unless otherwise authorised.
- Should the above release time not be suitable, please feel free to contact us to discuss alternate arrangements.
- 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.
- Please note all family rooms carry a minimum charge of 2 adults and 1 child aged 12.

### DEPOSIT & BALANCE OF PAYMENT

- We require written confirmation via email to [res@isibindi.co.za](mailto:res@isibindi.co.za) accepting our terms and conditions which are binding.
- These booking terms and conditions apply to a group of 8 or more guests.
- We require a 25% NON-REFUNDABLE deposit on confirmation for groups.
- We require full pre-payment 60 days prior to guests date of arrival.
- We reserve the right to cancel the reservation should we not receive payment timeously.
- All guests are required to pay, prior to departure all sundry and incidental charges incurred at the lodge.

### CANCELLATION POLICY

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 50% cancellation fee of the full accommodation charge.
- 30 - 59 days prior to the due date of arrival will attract a 75% cancellation fee of the full accommodation charge.
- Less than 30 days prior to the due date of arrival will attract a 90% cancellation fee of the full accommodation charge.

### 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.

### SPECIALS & DISCOUNTS

No specials or discounts can be combined

These rates supersede all previous rates and are subject to change without notice.  
All prices include VAT except road transfers, park fees and the Isibindi Foundation levy which are non-vatable.  
All rates exclude park fees.