

MBIZI GAME LODGE & SPA – INFORMATION GUIDE

Thank you for your booking. We trust that you will enjoy your stay with us.

A request from our side to all guests to please respect one another and to adhere the resort's terms and conditions.

By paying your reservation, you confirm that you understand and accept our Terms and conditions.

ATTENTION: Tourism Companies, QVC, Funseeker and other Companies:

Please make sure the guest receive this document with the booking

PLEASE REPORT AT RECEPTION ON ARRIVAL AND MAKE SURE YOUR GATE PASS IS STAMPED. WITHOUT A STAMP YOU WILL NOT BE ABLE TO LEAVE THE PREMISES.

CONDITIONS OF STAY OR VISIT

NB: Please read the contents very carefully as you will be informed of various essential information and will be deemed to have knowledge of such information once we receive payment outlined in the attachment.

This booking is now on our system. This means that you have made a reservation with Mbizi Game Lodge & Spa as per the Reservation Confirmation attached hereto.

FINAL PAYMENT

Whether you are paying your deposit or making a final payment an amount 25% of the TOTAL AMOUNT is ALWAYS retained if and where applicable (See our payment policy) Should you later wish to cancel your booking please refer to our cancellation policy

AMENDING YOUR BOOKING

NB: All bookings made with **Mbizi Game Lodge & Spa** are subject to our Standard Trading Terms and Conditions attached. Standard Trading Terms and Conditions are essential terms and conditions which your booking contract of carriage and passage are made subject to. Please read through the attached terms and conditions carefully to take note of all the essential terms which apply to your booking and your stay!

NB: In terms of the Consumer Protection Legislation we are required to keep you our client informed about all aspects of your stay.

We have put together a vast information database and this is contained in the attached terms and conditions. All aspects of your stay are dealt with in this document and you will be requested to accede to your knowledge of this document and its contents BEFORE paying your deposit. Your deposit confirms your booking and the information on it.

IN CAMP FACILITIES

- Farmyard
- Take away & Restaurant
- Teambuilding
- Conferencing
- Volleyball
- Trampolines
- Weddings
- Boslapa (functions)
- Putt-putt
- Cold water pools
- Shop
- ATM in shop
- Heated indoor pool
- Wi Fi (for sale at the shop)
- Liquor store
- Flight Club
- Cocktail bar
- Fishing (Small dams with different species – catch & release)
- Boma (private functions)
- Kiddies playground & jungle gym
- Private Jacuzzi on stand X and Z

1. For additional chalet and camp information, please see our website page:

www.mbizi.co.za/accommodation.html

All chalets, Tent Houses and Mountain Villas equipped with Bedding. - Please bring own swimming towels & toiletries.

Dishwashing liquid and dishcloths are for sale in the shop.

During long stays, the linen and bath towels will be changed every 5th day.

2. CHECK-IN / OUT TIMES:

Arrival time: 14h00

Departure time: 11h00

If a client wishes to check-in or check-out other than the allocated times, it must be arranged with the Reservation Office.

(R150.00 per hour if no other guests to arrive on the same day).

PLEASE NOTE:

*** NO MORE PERSONS THAN BEDS – REGARDLESS OF AGE**

* Do not move the furniture, bedding or mattresses from the original place.

* On departure make sure all the cutlery / utensils etc is in place.

* UNIT DEPOSIT: (CASH ONLY ACCEPTED) R 100.00 on caravan stands with private ablutions / R300.00 on chalets and tent houses

* **Keys must be handed in BEFORE 11h00 at the Reception Office on the day of departure.**

Unfortunately you will be charged:

* If your key is not handed in before 11h00 on the day of departure.

* If the dishes / cutlery were not washed and put in place on departure or moved from one chalet to another.

Resort Information and Conditions of stay Terms & Conditions

3. PAYMENT OPTIONS: (See page 2 for all payment information)

* EFT payment 48 hours from booking.

* Bank details are on your Booking Confirmation with your Booking number.

4. CANCELLATION POLICY:

In case of cancellation please note our cancellation conditions and fees:

For cancellations and date changes received **more than 31 days** prior to the due date **25%** of the amount will be forfeited.

Between **16 – 30 days 50%** and **less than 15 days** before the due date **100%** of total amount forfeited

Less days than specified above, a 100% of total amount will be forfeited.

If the full amount is refundable as a result of **death – 10%** will be forfeited with proof of death certificate

Please note that non-arriving guests are charged the full amount of the booking.

Bookings confirmed with payment can only be cancelled in writing. **Any refundable amount will only be paid back after 7 working days.**

In the case of any Epidemical / disaster – like COVID 19 – ‘NO REFUNDS’ WILL BE MADE – only a voucher will be issued to use in a years time.

It is highly recommended that all guests take out comprehensive travel insurance including medical cover, as well as cancellation and curtailment cover.

5. CLIMATE:

Summer (October to March). Rainy season, hot days, warm nights. Temperature usually 25-35 degrees cent.

Winter (April - September). Dry season, generally warm days, cold nights. Temperature usually 10 - 25 degrees cent.

6. GATE TIMES:

Main Camp Gate : 8h00 - 22h00.

Main Gate: 24/7

7. PAYMENTS:

1. **FULL Payment to be made within 48 hours from booking.** The system cancels automatically when no payments reflect on the Reservation / Booking number.

2. **R60 admin fee charged per unit booked.**

3. 50% Deposit required for the December High Season only if the booking is longer than 7 days.

4. For 6 and less days booked during the December High Season a FULL payment must be made within 48 hours.

5. **December bookings that only a 50% deposit was paid, the BALANCE is payable 30 days prior to stay.**

6. Bookings made less than 30 days before arrival the FULL amount to be paid within 24 hours.

7. Bookings will be cancelled automatically by the system if payments were not received with the correct reference number, the correct amount or on time. (Note that the Reception staff does not have control over the cancellations and no alternative arrangements can be made.)

8. Only EFT payments / direct banking accepted on accommodation.

9. No payments for accommodation will be accepted at the Reception counter except when the booking is made the same day and there is no other alternative.

10. Proof of payment to be mailed to booking1@mbizi.co.za

11. When paying via EFT with foreign currencies, note that all bank charges are for your account.

12. Ensure that you utilize the Invoice Number as your reference.

13. If payment does not reflect on the bank statement within 48 hours, **Mbizi Game Lodge & Spa** has the right to automatically release reservations being held for.

14. **Mbizi Game Lodge & Spa** cannot guarantee that the same Stand / Chalet or number of units will be available to re-instate where bookings have been cancelled due to non-payment or incorrect payments.

15. Wrong payments will not be allocated to the reservation.

16. **Mbizi Game Lodge & Spa** does not accept any payments for accommodation on arrival.

8. GROUP BOOKINGS:

NO GROUP BOOKINGS ARE ALLOWED. Each unit must be booked individually. The person who will make use of the unit is responsible for the full payment.

9. REFUNDS AND TRANSFER POLICY:

1. **No refunds or changes for any late arrivals or early departures.**

2. **No refunds for short notice cancellations (Refer cancellation policy on page 2, no 4)**

3. **No refunds or changes for persons who did not arrive with group / or on the stand.**

4. The person who made the booking (individual and group bookings) is still responsible for all the payments.

5. Changes, cancellations or bank details must be given in writing.

6. These conditions also apply for bookings made AFTER the deadlines given on page 2, no 4

10. TRANSFERS OF MONEY/ BOOKINGS:

No transfer of money or bookings to another date or stand.

It is highly recommended that all guests take out comprehensive travel insurance including medical cover, as well as cancellation and curtailment cover.

11. RATES APPLY:

For 1 Caravan:, 4 persons per site & 1 vehicle - however max of 6 people at extra costs regardless of age. (Babies and pensioners are also counted as a person)

Chalet: Rate for 1 vehicle included and no more persons than beds per chalet. A BABY IS ALSO A PERSON. Rates may change without prior notice.

12. CARAVAN:

1. Any caravan, trailer with camp facilities, vehicles with camp facilities, roof tent vehicles and tents will be classified as a caravan. If you camp with for example a 4x4 trailer, you need to book a stand per trailer (no "double ups" will be allowed).

2. All stands are pre booked.

3. Please report @ reception before setting up camp.

4. Management have the right to transfer stands without prior notice.

5. Extra tents only on prior arrangement – ONLY 2 or 3 man tent.

6. Groundsheets - NO SOLID sheets, only open weaved groundsheets allowed.

7. 15 amp electrical points at caravan sites

E & O E 5 Close to nature...

8. Blue plugs also available in the shop

9. **Wildskamp:** This camp was developed during 2011 and is approximately 200m from the main camp's gate. The ablutions are operated by solar systems and eco friendly.

13. ABLUTIONS:

1. **No children under 10 years without adult supervision.**

2. No children without adult supervision allowed in the Family Bathrooms.

3. SHARED ABLUTIONS are cleaned on a regular basis, however to leave the ablution as one would like to find it, it is CAMP ETIQUETTE.

4. **PRIVATE ABLUTIONS:** Private bathroom stands (to be cleaned by visitor, however will be cleaned by **Mbizi Game Lodge & Spa** staff before your arrival). Not serviced during ordinary weekends and weekdays and only every third day during High Season. The private ablution will only be serviced when an adult of the stand is present.

14. WEEKENDS:

1. Cannot be split. The customer pays for the Friday and Saturday night.

2. The same rule applies for Long weekends/ Public Holidays/ School Holidays where compulsory nights are given.

15. UNIT DEPOSIT:

1. A refundable unit deposit of R100 (private ablution stands) and R300 (chalets and tent houses) is payable in CASH and will be re-funded on day of departure before 11h00 if there are no losses or breakages.

2. Please note that no refunds will be given to children under the age of 18.

3. **We do not accept cheques or EFT's - only CASH! (No card facilities).**

16. CHALETS:

1. Equipped with cutlery, crockery and linen.

2. Towels not supplied.

3. Mountain chalets have TVs (certain DSTV channels).

4. Serviced daily - floor and bath cleaning and bed making - **NO DISHWASHING.**

5. At least a 2x4 vehicle required for entry to the Mountain chalets.

6. **The chalet must be evacuated BEFORE 11h00 of the day of departure and remember to hand in your key.**

Your unit deposit will be used if your dishes are not washed on departure

17. VISITORS:

1. Visitors and extra vehicles at extra cost (Max of 6 persons/ site).

2. Make prior arrangements at the office for your guests please

3. Visitors of our guests must arrive no later than 12H00 and leave before 18h00.

4. Report at Reception on arrival.

18. PETS:

1. No dogs or cats.

2. A fine of R500.00 per animal per day.

19. **NO** : rollerblades, skateboards, Scooters, bicycles in front of shop and restaurant, at pool area, in ablutions, on trampolines or putt-putt.

20. SILENCE:

1. **No noise after 22h00.**

2. At all times, music, radios, TVs must be played so that only you can hear them.

3. Only music organized by management may be played in public areas.

4. Please feel free to contact the Manager on Duty if you have any problems with noisy campers/ guests after 22h00 and before 07h00.

5. Contact details will be on the door at Reception.

21. SPEED LIMIT:

1. 20 km/h.

2. Dead slow in camp.

3. Children have right of way.

22. NO MOTORCYCLES, BATTERY POWERED BIKES OR QUAD BIKES ARE ALLOWED.

23. GAME VIEWING:

1. Private game viewing in own vehicles allowed, get your permit at Reception. .

2. PLEASE TAKE NOTE that you are allowed to cycle or walk on the farm.

24. FIRES:

1. May only be made in the braaiers that are available at stand/ chalet.

2. Gathering of wood is prohibited. Wood is for sale in the shop.

3. NO BRAAIERS OR BOMAS ALLOWED ON GRASS.

25. SHOP AND OTHER FACILITIES:

1. No children under 10 years without adult supervision are allowed in the shop.

2. Bottle store, DSTV in bar/coffee shop and take away (open on weekends, long weekends and public school holidays),

3. ATM machine available - no card facilities,

4. Small laundry, jungle gym, pool tables, volley ball (bring your own ball), putt-putt, hiking trail, trampolines, farmyard, cold and heated swimming pools, outdoor Jacuzzi.

26. TRAMPOLINES:

1. No smoking, eating or drinking.

2. No shoes on trampolines.

3. Trampoline times are from 07h30 until 21h00.

Resort Information & Conditions of stay Terms & Conditions

27. GATE PASS:

1. Report at **RECEPTION ON ARRIVAL**
2. Your gate pass need to be stamped at the office in order to be able to leave the premises.
3. **R50.00 fee will be charged for a lost gate pass.**
4. Make sure your gate pass is stamped *during Office Hours*.
5. Unfortunately we do get guests that do not report on arrival and try to get of the premises late on the day of arrival. Please note, that you will not be allowed to leave the premises without the stamped gate pass. It may take time for the our staff to get to the Reception Office.

NO STAMP – NO EXIT

28. ANIMALS:

1. Wild animals are dangerous, please don't touch or feed.
2. Facilities are used at own risk.

29. MBIZI FLIGHT CLUB:

1. Managed by a qualified pilot. **Mbizi Game Lodge & Spa** doesn't take responsibility for any injuries, death or damage which may result of utilizing the facility.

30. FALSE INFORMATION:

1. **Mbizi Game Lodge & Spa** will not be held responsible for any information given by any other company, web sites, travel agencies, person etc that is incorrect.
2. No claims will be considered where clients received the incorrect information from other companies, persons etc.

31. ELECTRICITY:

The local Bela Bela Municipality provides **Mbizi Game Lodge & Spa** with electricity. **Mbizi Game Lodge & Spa** cannot be held responsible for power failure due to the Municipality's shortcomings.

32. CHILD POLICY:

1. Children of all ages are welcome at **Mbizi Game Lodge & Spa**.
2. Children have the right of way in the camp.
3. Children under 10 years should be supervised by adults in ablutions, Family ablutions,shop & heated pool.
4. All parents are asked to look after their children

33. DRESS CODE:

1. Be dressed in appropriate clothes.
2. No topless costumes or g-strings allowed.
3. No underwear as swimming wear and make sure babies/ toddlers are dressed.
4. Naked persons will be asked to leave the premises immediately.

34. No HUBBLY BUBBLIES / HOOKAHS / VAPING allowed on the resort . FOOD, CIGARETTES AND DRINKS of any kind are prohibited in the swimming pools.

EVENTS

The following Terms & Conditions are also valid for event weekends:

- 1.**COMPULSORY NIGHTS:** Compulsory nights will be booked during these seasons. The extra cost Events where applicable will be added automatically and is compulsory for clients who make use of accommodation at the Lodge/Resort, **regardless of age.**
- 2.**VISITORS: No visitors will be allowed.**
- 3.**REFUNDS/CANCELLATIONS/TRANSFERS: We will not consider any cancellations, transfers or refunds. It is highly recommended that all guests take out comprehensive travel insurance including medical cover, as well as cancellation and curtailment cover.**
- 4.Please take note that every person will be added on the confirmation
- 5.Payments to be done immediately.

THE OWNER CANNOT BE HELD RESPONSIBLE FOR:

- 1.1 Any loss or damage to the property or possessions of any guest, resident, private owner or visitor whether such damage was caused by fire, theft or otherwise, or by the negligence or the wrongful act or anyone in the employment of, or acting on behalf of the owner.
- 1.2 Any personal injuries of whatsoever nature, sustained by guest, resident, private owner or visitor, whether such injuries were sustained or by the negligence or wrongful act of anyone employed by the owner or any other person or the defective functioning of any apparatus or appliance of the owner.
2. Any person who received these rules and regulations (Important Info) with the booking confirmation and sign the hotel register and who is accompanied or visited by any other person, or who is to be accompanied or visited later by any other person safeguard the owner against any responsibility towards any persons in the instances explained in the conditions in paragraph 1(1.1) and (1.2) above. You enter the resort at own risk and **Mbizi Game Lodge & Spa** will not be held liable for any loss / damages / death / sickness sustained.

3. YOUR ATTENTION IS INVITED TO:

- 3.1 The provisions of section 84 of Act 87 of 1977 a copy of which is exhibited.
- 3.2 The fact that accommodation in the hotel / lodge / park is provided on a cash basis only and the guests, visitors or residents must pay their accounts in full before arrival

- NO FIREARMS OR BOWS ALLOWED ON THE RESORT.
- NO PERSONS ALLOWED TO DRIVE ON THE PREMISES WITHOUT A VALID DRIVERS LICENSE.
- NO VISITORS ALLOWED AFTER 12H00
- NO SMOKING IN CHALRTS OR PUBLIC AREAS
- NO INTOXICATED DRIVERS ON THE RESORT
- NO UNDER 18'S ALLOWED IN COCKTAIL BAR

RIGHT OF ADMISSION RESERVED