

# Booking Terms & Conditions



## MINIMUM STAY POLICY

- 2 night minimum stay year round at Rhino Ridge Safari Lodge, Thonga Beach Lodge, and Tsowa Safari Island.
- 3 night minimum stay from 15 December to 15 January at Thonga Beach Lodge.

## BOOKING & 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 no later than 7 days prior to arrival at the lodge with all sundry and incidental charges incurred to be paid on departure.
- 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.
- Please note all family rooms carry a minimum charge of 2 adults and 1 child age 12.

## CANCELLATION POLICY

*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.

## 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.