



## ELANDELA PRIVATE GAME RESERVE AND LUXURY LODGES PTY LTD - TERMS AND CONDITIONS

### **TARIFFS:**

- All tariffs quoted on a per person per night sharing basis and in South African Rand.
- Single supplement is charged at an additional 50% of the per person sharing rate.
- Child younger than 12 years is charged at 50% reduction of per person adult rate at River View Lodge.
- Interleading units are charged per unit.
- No Children under 12 years are allowed at Lake View Lodge.
- All tariffs are subject to change.

### **INCLUDED IN TARIFF:**

- ✓ Accommodation as per suite type.
- ✓ ELANDELA LAKE VIEW LODGE AND RIVER VIEW LODGE FUNCTION AS TWO SEPARATE LODGES!
- ✓ 3 Meals per day – breakfast, light lunch, dinner
  - Full English breakfast is served from 09h00 to 10h00.
  - Light Lunch is served from 14h30 to 15h30.
  - Formal Dinner is served from 19h00 to 21h00.
  - Special dietary requirements will be considered upon advanced request.
- ✓ 2 Game Drives per day on Elandela Private Game Reserve 06h00 – 09h00 & 15h30 – 19h00:
  - Transport in open Safari Vehicle.
  - Professional English-speaking Guide.
  - Special focus on our White Lion prides!
  - Introduction to Elandela Rhino Survivor Trust, meet Rocco & Clova!
  - Weather permitting and non – refundable.
- ✓ Complimentary Value Add-Ons available to all guests as per T's & C's:
  - Transfer from/to Hoedspruit Eastgate Airport but limited to Airline passengers. Drop off leaves Elandela 10h30 sharp!
  - Free Wi-Fi available in Suite.
  - Two bottles of Mineral Water or Orange Juice per person, per night.

## **EXCLUDED FROM TARIFF:**

- Mini-bar & bar account – additionally ordered bottled water and all cappuccinos & fruit juices are billed.
- Laundry.
- Health & Safety Insurance.
- Gift Boutique purchases.
- All extra excursions as per our list exclusively for Elandela Lodge Guests – all booked and paid at check in.

## **CHECK-IN / CHECK-OUT AND PAYMENTS**

Check in at our Welcome Desk is at 12h00. Elandela Lodge register and indemnity must be signed by all guests. Check out time at Welcome Desk is from 10h00 to 10h15. All purchases on room tab to be settled upon check out in S.A Rand, Visa, Master or Amex Card, US Dollars or Euros.

## **ELANDELA CANCELLATION POLICY**

All deposits made will be non-refundable. If the reservation is cancelled, a cancellation fee will be levied equal to the required deposit payments. All cancellations must be sent to Elandela Lodge by e-mail. It is the responsibility of the person making the booking to take out adequate travel insurance to cover the financial implications of a cancellation of a paid booking. The Guest will bear the sole and absolute responsibility thereof. It is the booking policy of Elandela Private Game Reserve and Luxury lodges not to deviate or amend the cancellation policy.

**NOTE: It is recommended that Travel Insurance be purchased immediately upon booking in order to claim from Insurance in case of amendment or cancellation due to unforeseen circumstances and not have to request leniency from Elandela Private Game Reserve and Luxury Lodges.**