



# **TERMS & CONDITIONS**

## RATES ARE QUOTED

- Inclusive of VAT
- In South African Rands
- Subject to availability
- Based on a two-night minimum stay

#### RATE CHANGES

- All rates quoted are subject to change, without prior notice
- Rates quoted for confirmed bookings will be honoured

## RATES INCLUDE

- Fully serviced luxury accommodation
- Two game drives per day in open safari vehicles with sundowners and snacks
- All meals
- All beverages excl. premium brands
- WiFi in central area
- Road transfer from the Welgevonden Main Gate or airstrip to the lodge at set times

## RATES EXCLUDE

- Premium beverage brands and cellar reserve wines
- Curio purchases
- Laundry
- Landing fees
- Transfers to/from the reserve
- Reserve entrance fee which is charged per person per night and is subject to change without notice
- Spa treatments
- Compulsory international fully comprehensive travel insurance
- Any other items of a personal nature or not stipulated above

# ACCOMMODATION

- 5 luxury suites accommodating up to 10 guests only
- Furnished with extra-length king-sized beds, suites include an indoor/outdoor shower, large bath and outdoor terrace.
- Twin beds are available on request

# FACILITIES & ACTIVITIES

- Swimming pool
- Lounge, bar and dining room
- · Open vehicle game drives
- Spa
- Please note that there is no mobile phone signal at the lodge but WiFi is provided in the central area

## MOBILITY

 Please note that Tshwene Lodge is not suitable for guests with mobility issues

#### CHII DREN

- Regretfully we cannot accept children under the age of 10
- Children 10 years and older pay the full rate
- Please note that the rooms have open balconies and the lodge and swimming pool are both unfenced
- Children must be supervised at all times

## BOOKING TERMS

# Payment & deposits

- Please note that 20% non-refundable deposit is required to confirm your reservation, with the balance (80%) due 60 days prior to arrival
- Should you be travelling less than 60 days from booking date, full prepayment will be required to secure your reservation.
- There is a 5% administration fee on credit card payments for commissionable bookings, as well as on Amex credit card payments
- We accept all credit cards with the exclusion of Diners Club
- Extras may be settled at the lodge
- All bank charges are payable by the guest

#### Festive season (20 Dec-10 Jan

- All bookings over Festive Season can only be secured once a 50% deposit
  has been paid. 25% of the total booking value is non-refundable.
- Minimum three-night stay over this period

# CANCELLATION POLICY

- Cancellation or part cancellation (reduction in number of guests, rooms or nights) of a confirmed reservation, including changing the dates of travel, will result in the loss of the 20% deposit
- Should a cancellation be received between 59 31 days prior to due arrival date, a 50% cancellation penalty would be charged
- Should a cancellation be received 30-0 days prior to due arrival date 100% cancellation penalty would be charged
- Rare Earth Retreats reserves the right to cancel reservations should full
  payment not be received within 60 days prior to arrival or as per the
  terms stipulated above

## ARRIVAL / DEPARTURE

- The collection time from Main Gate is strictly 12h30
- Check out strictly by 11h00 to allow for transfer to Main Gate
- Early and late transfers to and from Main Gate are available at an additional charge, subject to availability and strictly by prior arrangement.
   Please make a request when booking.

# PRIVATE AIR & ROAD TRANSFERS

- Charter flights and road transfers can be arranged through reservations on request
- There are two airstrips in Welgevonden for guest use please contact reservations for more information

GPS CO-ORDINATES S 24° 12' 12.08" E 27° 54' 03.39"