

TINTSWALO LODGES

Tintswalo Shidzidzi – Welgevonden Game Reserve	SEASON	RACK
Charged per night based on full takeover of all 5 suites, based on 10 guests 2 x Luxury Suites – each with 3 bedrooms and 2 bathrooms 2 x Luxury Suites – each with 1 bedroom, en suite bathroom, private lounge area 1 x Luxury Suite – with 2 bedrooms and 2 bathrooms Includes: Accommodation, full board and 2 safari activities per day Excludes: All beverages, transfers and unspecified items Child policy: Children of all ages welcome Minimum stay of 2 nights required. Maximum of 16 guests	01 December 2019 to 30 November 2020	47 670
An additional 6 guests can be accommodated at an additional rate Charged per person per night	01 December 2019 to 30 November 2020	3 500

TERMS & CONDITIONS

1. Reservations Procedure

1.1 All reservation requests must be sent to a Tintswalo Lodges' reservations representative by e-mail. No reservation will be held or confirmed, without a written email request. All confirmed or provisional reservations will only be valid if received in writing from our reservations department. Contact details for our reservations department – Tel: +27 11 300 8888; Emergencies: +27 78 456 5147; Fax: +27 11 300 8788; E-mail: reservations@tintswalo.com

2. Confirmation of Reservation

2.1. On receipt of a reservation request, a quote will be issued to the client for acceptance. Once accepted, in writing by the client, the reservation will be provisionally booked and held for 7 days during which time an invoice will be issued to the Client by our reservations department. It is the client's responsibility to ensure that the quotation, provisional reservation or the confirmation invoice received by them is in line with the request and is correct. The Client will have 7 (seven) days from receipt of said invoice in which to settle the 20 % (twenty percent) non-refundable deposit, calculated on the total invoice amount, failing which the reservation will be cancelled. Outsourced services, such as flights and transfers, may require full pre-payment. Upon making a reservation, the client will be advised by our reservations department of the deposit and payment requirements. 2.2. The remaining 80% (eighty percent) must be settled in full 30 (thirty) days prior to arrival. 2.3. Full payment, on receipt of an invoice, is required for reservations made less than 30 (thirty) days prior to arrival. 2.4. Early arrivals must be pre-arranged. A full room rate will be charged to guarantee early check in. 2.5. Payment of the deposit as referred to above and/or completion of a credit application shall constitute acceptance of these Terms & Conditions. 2.6. Final numbers and reservation details are required at least 30 (thirty) days prior to arrival.

3. Weddings and Functions Deposit Policy

3.1. Reservation procedures and confirmation as per point 1.1 and 2.1 above. 3.2. A reservation will be confirmed as guaranteed, upon receipt of a written confirmation from our reservations department and/or receipt by the Lodge of the 20% (twenty percent) non-refundable deposit, whichever occurs first. 3.3. **The remaining 80% (eighty percent) must be settled in full at least 4 (four) months prior to the event.** 3.4. **Full payment on receipt of invoice is required for all reservations made less than 4 (four) months prior to the event.** 3.5. Payment of the deposit as referred to above shall constitute acceptance of these Terms & Conditions. 3.6. All catering, food, additional charges, bar estimate and damages deposit is to be settled in full 1 (one) month prior to the wedding date. 3.7. Menu and event details as well as the final numbers are required to be finalised a minimum of 4 (four) weeks prior to the wedding date. No changes to the menu will be accepted less than 10 (ten) days prior to the wedding date.



TINTSWALO
SAFARI LODGE



TINTSWALO
MANOR HOUSE



TINTSWALO
FAMILY CAMP
at Welgevonden



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AT BOULDERS



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4. Payment Policy

4.1. Direct bank transfer payments (EFT) are preferred; however, Visa and Master Cards are also accepted. 4.2. The deposit and remaining balance are to be settled in terms of Clauses 2.2, 2.3 & 2.4 and/or 3.2, 3.3 & 3.4 above, whichever is relevant. 4.3. Payments will only be confirmed as received provided that they comply with the below requirements: 4.3.1. The Reservation number must be used as your payment reference for all payments as follows: 4.3.1.1. 1st Payment: reference number as per invoice e.g. WB4057 4.3.1.2. Additional payments: reference number as per invoice with consequential payment number next to it e.g. WB4057 (2) or WB4057 (3) and so on for sequential payments. 4.3.2. Once payment is made your proof of payment must be emailed to our reservations department together with the following information: 4.3.2.1. Company / Group / Individual's Name; 4.3.2.2. Reservation Name; 4.3.2.3. Invoice Number.

5. Payment method(s)

5.1. BANK TRANSFER(S)

Banking Details:	Tintswalo Safari and Manor House	Tintswalo Atlantic	Tintswalo Lapalala	Tintswalo at Boulders Boutique Villa	Tintswalo Shidzidzi
Account name:	Tintswalo Safari Lodges (Pty) Ltd	Tintswalo Atlantic Investments (Pty) Ltd	Tintswalo at Lapalala (Pty) Ltd	Tintswalo Classic Collection (Pty) Ltd And Conferences (Pty)Ltd	Shidzidzi Game Lodge
Bank:	Nedbank Business Northrand	Nedbank Business Northrand	Nedbank Business Northrand	Nedbank Business Northrand	Business Banking Northern Gauteng
Branch code:	14-69-05	14-69-05	14-69-05	14-69-05	14-69-05
Universal Branch Code:	19-87-65	19-87-65	19-87-65	19-87-65	19-87-65
Account number:	10-5781-1793	10-5781-1629	11-7289-1095	10-5780-5394	14-6919-5259
Swift code :	NEDSZAJJ	NEDSZAJJ	NEDSZAJJ	NEDSZAJJ	NEDSZAJJ

5.2. CARD PAYMENT(S)

5.2.1. Should you wish to pay by card the following procedure will apply: 5.2.1.1. Visa and/or Master Cards can use the online link for payment (a secure link will be sent to you by our reservations department). 5.2.1.2. Should the online payment transaction be unsuccessful, a credit card authorisation form for a manual transaction will be provided by our reservations department, to be completed and returned together with a certified copy of the card holder's ID document or Passport (copies of both the front and the back of ID cards and credit cards must be included). 5.2.1.3. Regrettably American Express and Diners Club cards will not be accepted.

6. Foreign Transfers

6.1. Transactions originating outside South Africa: 6.1.1. All amounts due to Tintswalo Lodges must be requisitioned in **ZAR** (South African Rands) only. Should the amount due be requisitioned as a foreign currency amount, the drawer will be invoiced by Tintswalo Lodges for any resultant foreign exchange commission charges.

7. Cancellation & Rescheduling Policy

7.1. Tintswalo Lodges reserves the right to immediately cancel any guaranteed and/or provisional reservation(s) that fail to comply with the company's payment policies as listed above. The Guest / Tour operator and/or Agent will be timeously advised of said cancellation by way of email. 7.2. Cancellation and/or rescheduling requests will only become effective on receipt of a written request to our reservations department. In addition to this a cancellation / rescheduling penalty will be levied as follows:

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ACCOMODATION CANCELLATIONS

Period

Date of confirmation up to 46 days

45 to 32 days

31 or fewer days

Peak Period Reservations*

Cancellation / Rescheduling / Room Reduction Fee

20% non-refundable deposit (total reservation cancellation) or room value (room(s) cancelled)

50% of total value of reservation (total reservation cancellation) or room value (room(s) cancelled)

100% of total value of reservation (total reservation cancellation) or room value (room(s) cancelled)

100% of total value of reservation (total reservation cancellation) or room value (room(s) cancelled)

WEDDINGS / VENUE HIRE / CONFERENCING

Period

More than 6 (six) months

6 (six) to 3 (three) months

Less than 3 (three) months or no arrival

Peak Period Reservations*

Cancellation / Rescheduling

20% Non-refundable deposit

50% of total value of reservation

100% of total value of reservation

100% of total value of reservation

**Tintswalo Safari Lodge, Manor House & Tintswalo at Lapalala : Peak Periods 01 July to 31 August / 15 December to 15 January*

**Tintswalo Atlantic & Tintswalo at Boulders : Peak Periods 15 December to 15 January*

8. Extras Settlement

8.1. All extras for any clients and guests, conferences, functions and/or weddings must be settled by the designated signatory in full on or before departure, unless prior arrangements have been made with our reservations department. 8.2. The damages deposit and excess bar estimate, where applicable, will be refunded within 7 (seven) days after the settlement of your final account.

****Interest will be charged on all overdue accounts at 2 % (two percent) on prime***



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9. Childrens Policy

9.1. **Tintswalo at Boulders** 9.1.1. Lodge Accommodation 9.1.1.1. Children of all ages are permitted at the Lodge, in certain room types. 9.1.2. Room Sharing 9.1.2.1. No child under the age of 16 (sixteen) may stay in a room without the supervision of at least 1 (one) adult and/or one child of 16 (sixteen) years and older. 9.1.2.2. A maximum of 2 (two) children under the age of 6 (six) may share a room with 2 (two) adults and/or 2 (two) children of 16 (sixteen) years and older, in the event where a room that has an adjacent children's room is not available. 9.1.2.3. Only 1 (one) additional bed will be placed per room and children under 6 (six) will be required to share a three quarter bed. 9.1.2.4. Room sharing with 2 (two) adults will only be allowed for a child under the age of 16 (sixteen) years. 9.2. **Tintswalo Atlantic** 9.2.1 Lodge Accommodation 9.2.1.1 Children of all ages are permitted at the Lodge. 9.2.2. Room Sharing 9.2.2.1. No child under the age of 16 (sixteen) may stay in a room without the supervision of at least 1 (one) adult and/or 1 (one) child of 16 (sixteen) years and older. 9.2.2.2. A maximum of 2 (two) children under the age of 6 (six) may share a room with 2 (two) adults and/or 2 (two) children of 16 (sixteen) years and older, in the event where a room that has an adjacent children's room is not available. 9.2.2.3. Only 1 (one) additional bed will be placed per room and children under 6 (six) will be required to share a three quarter bed. 9.2.2.4. Room sharing with 2 (two) adults will only be allowed for a child under the age of 16 (sixteen). 9.2.3. Dining Room 9.2.3.1. No children under the age of 12 (twelve) are permitted in the dining room after 18h00. 9.3. **Tintswalo at Lapalala & Shidzidzi** 9.3.1. Lodge Accommodation 9.3.1.1. Children of all ages are permitted at the Lodge. 9.3.2. Room Sharing 9.3.2.1. No child under the age of 16 (sixteen) may stay in a room without the supervision of at least 1 (one) adult and/or 1 (one) child of 16 (sixteen) years and older. 9.3.2.2. A maximum of 2 (two) children under the age of 6 (six) may share a room with 2 (two) adults and/or 2 (two) children over 16 (sixteen) years and older. 9.3.2.3. Only 1 (one) additional bed will be placed per room and children under 6 (six) will be required to share a three quarter bed. 9.3.2.4. Room sharing with 2 (two) adults will only be allowed for a child under the age of 16 (sixteen). 9.3.3. Game Drives & Bush Walks 9.3.3.1. No children under 6 (six) are permitted on game drives, unless a private game drive vehicle is booked at an additional cost. 9.3.3.2. Game Drives will be conducted in accordance with Lodge safety policies and procedures. The assigned Guide shall use his exclusive discretion when deciding on which sightings are appropriate for groups where children are present. 9.3.3.3. Parents and/or guardians are responsible to ensure that any child accompanying them on game drives strictly adhere to any rules and safety procedures set out by the assigned Guide. 9.3.3.4. No children under 16 (sixteen) are permitted on bush walks unless arranged as part of the Children's program. No infants under the age of 2 (two) years will be permitted on game drives. 9.4. **Tintswalo Safari Lodge & Manor House** 9.4.1 Lodge Accommodation 9.4.1.1 Children of all ages are permitted at the Lodge, in certain room types. 9.4.2. Explorer Suites 9.4.2.1. No children under the age of 12 (twelve) are permitted. 9.4.3. Grant Suite 9.4.3.1. No children under the age of 9 (nine) years are permitted. 9.4.4. Presidential and Manor House 9.4.4.1. No age limit applicable. 9.4.5. Game Drives & Bush Walks. 9.4.5.1. Game Drives will be conducted in accordance with Lodge safety policies and procedures. The assigned Guide shall use his exclusive discretion when deciding on which sightings are appropriate for groups where children are present. 9.4.5.2. Parents and/or guardians are responsible to ensure that any child accompanying them on game drives strictly adhere to any rules and safety procedures set out by the assigned Guide. 9.4.5.3. No children under the age of 16 (sixteen) are permitted on bush walks unless arranged as part of the Children's program. No infants under the age of 2 (two) years will be permitted on game drives. 9.4.6. Dining Room. 9.4.6.1 Lodge Management reserves the right to escort families out of the dining area, and arrange alternative dining, should a child's behavior become disruptive to other diners. 9.5. It remains the responsibility of the parents and/or guardian to ensure that any children under their care are supervised at all times. Children are accommodated at the parent and/or guardian's own risk.



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10. Wildlife Policy

10.1. Tintswalo Safari Lodge, Manor House, Tintswalo at Lapalala and Tintswalo Shidzidzi 10.1.1. Game drives will be conducted in accordance with Lodge safety policies and procedures. The assigned Guide shall use his exclusive discretion when deciding on which sightings are appropriate for viewing. 10.1.2. The Lodge is located within a reserve that allows open and undisturbed access to wildlife. All wildlife constitutes a potential danger to any and all persons who enter the reserve whether walking, travelling in a vehicle, or being accompanied by a guide, whether in the proximity of the Lodge or in the Lodge itself, the potential danger remains and guests must remain vigilant and strictly adhere to the rules set out by any Guide and Lodge Management at all times. Room escorts may be requested from Lodge Management at any time and will be provided at night. 10.1.3. Guests shall ensure that all doors and windows are securely closed when not in their room and shall be vigilant when in the room and doors and windows are open. 10.1.4. The animals, birds and reptiles at the reserve are wild and dangerous; in particular, lion, cheetah, wild dog, rhino, elephants, buffalo, crocodile and hippo are dangerous and unpredictable and under no circumstances should any animals, birds and/or reptiles be approached, fed, frightened, teased, or disturbed.

11. Other

11.1. All extras including meal prices, transfers (road and/or air) as quoted are subject to change without prior notice. 11.2. Cancellation fees are applicable to cancelled transfers per the cancellation policy of the relevant carrier concerned. 11.3. Terms and Conditions, accommodation rates, flight rates, venue hire rates, conference rates, gate fees (where applicable) transfer and meal rates as quoted are subject to change without prior notice for all unconfirmed and provisional reservations. Only confirmed reservation rates will be honored at the rates as quoted prior to implementation of any new rate structure. 11.4. All prices are inclusive of VAT at the applicable rate. 11.5. It is the responsibility of all guests/clients to ensure that adequate travel insurance and/or medical cover is in place before arrival at the Lodge. No cancellation penalties will be waived as a result of a guest/client not having adequate travel insurance and/or medical cover. 11.6. All guests will be requested to sign an indemnity form on arrival at the Lodge. 11.7. These Terms and Conditions shall be governed by and construed in accordance with South African Law.



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