

Sanbona Wildlife Reserve is an authentic and contrasting natural space, it serves as a major role player in the conservation realm- which is imparted and intricately woven into our guest experiences. It is a true example of a successful rewilding project on an epic scale within the Western Cape, underpinned by peer reviewed, research-based conservation practice.

Conveniently located along Route 62, a mere 3.5 hours from Cape Town, the reserve aims to create balance where critically important ecosystems, endangered wildlife and flora can prosper. Sanbona has an alluring atmosphere of stillness, an air of isolation amid the raw beauty and boundless plains.

Sanbona Wildlife Reserve incorporates three luxury lodges - each one unique with its own essence. Lodges are designed in harmony with their surroundings where guests can experience nature in sublime comfort. All lodges operate independently, each with a full staff complement including its own management team, chef brigade, hosts and experienced field guides. Sanbona and the spirit of the San people welcome you.

### Standard Rates, Terms & Conditions

#### Rates

Season	No of each type	LOW SEASON					
Validity		01 May 2024 - 30 September 2024					
Rate Code		(Nett) R15			(Rack) Consumer		
		Adult Sharing	Single Adult	Child	Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 6 885	ZAR 8 950		ZAR 8 100	ZAR 10 530	
Gondwana Family Lodge	12	ZAR 6 885	ZAR 8 950	ZAR 3 445	ZAR 8 100	ZAR 10 530	ZAR 4 055
Dwyka Tented Lodge	9	ZAR 7 750	ZAR 10 075		ZAR 9 115	ZAR 11 850	

Season	No of each type	HIGH SEASON					
Validity		01 October 2024 - 30 November 2024					
Rate Code		(Nett) R15			(Rack) Consumer		
		Adult Sharing	Single Adult	Child	Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 9 240	ZAR 12 000		ZAR 10 870	ZAR 14 120	
Gondwana Family Lodge	12	ZAR 9 240	ZAR 12 000	ZAR 4 620	ZAR 10 870	ZAR 14 120	ZAR 5 435
Dwyka Tented Lodge	9	ZAR 9 745	ZAR 12 675		ZAR 11 465	ZAR 14 910	

Season	No of each type	LOW SEASON					
Validity		01 December 2024 - 14 December 2024					
Rate Code		(Nett) R15			(Rack) Consumer		
		Adult Sharing	Single Adult	Child	Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 6 885	ZAR 8 950		ZAR 8 100	ZAR 10 530	
Gondwana Family Lodge	12	ZAR 6 885	ZAR 8 950	ZAR 3 445	ZAR 8 100	ZAR 10 530	ZAR 4 055
Dwyka Tented Lodge	9	ZAR 7 750	ZAR 10 075		ZAR 9 115	ZAR 11 850	

Season	No of each type	SEASONAL PEAK SEASON					
Validity		15 December 2024 – 12 January 2025					
Rate Code		(Nett) R15			(Rack) Consumer		
		Adult Sharing	Single Adult	Child	Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 12 360	ZAR 16 065		ZAR 14 540	ZAR 18 900	
Gondwana Family Lodge	12	ZAR 12 360	ZAR 16 065	ZAR 6 180	ZAR 14 540	ZAR 18 900	ZAR 7 270
Dwyka Tented Lodge	9	ZAR 13 025	ZAR 16 930		ZAR 15 325	ZAR 19 915	

Season	No of each type	PEAK SEASON					
Validity		13 January 2025 - 31 March 2025					
Rate Code		(Nett) R15			(Rack) Consumer		
		Adult Sharing	Single Adult	Child	Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 11 770	ZAR 15 300		ZAR 13 845	ZAR 18 000	
Gondwana Family Lodge	12	ZAR 11 770	ZAR 15 300	ZAR 5 885	ZAR 13 845	ZAR 18 000	ZAR 6 925
Dwyka Tented Lodge	9	ZAR 12 340	ZAR 16 030		ZAR 14 515	ZAR 18 860	

Season	No of each type	HIGH SEASON					
Validity		01 April 2025 - 30 April 2025					
Rate Code		(Nett) R15			(Rack) Consumer		
		Adult Sharing	Single Adult	Child	Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 9 240	ZAR 12 000		ZAR 10 870	ZAR 14 120	
Gondwana Family Lodge	12	ZAR 9 240	ZAR 12 000	ZAR 4 620	ZAR 10 870	ZAR 14 120	ZAR 5 435
Dwyka Tented Lodge	9	ZAR 9 745	ZAR 12 675		ZAR 11 465	ZAR 14 910	

### Rates

- All rates are quoted and invoiced in South African Rand (ZAR) on a “per person per night” basis.
- Above mentioned rates are inclusive of 2 daily nature drives, guided wilderness walks, all meals, a limited selection of house beers and wines, all on-drive snacks and beverages, internal reserve transfers between the lodges and welcome lounge, tourism levy and 15% VAT.
- The rates exclude: daily conservation levy, additional alcoholic and premium beverages, discretionary gratuities and all items of a personal nature, which must be settled directly prior to departure.
- All rates are subject to change without prior notice.
- We recommend a minimum stay of two nights throughout the year. A minimum 2-night stay restriction is applicable over the Seasonal Peak Season period.
- Contracted rates:
  - Only RACK rates are allowed to be published via any and all mediums.
  - All rates listed as “Nett” are confidential and subject to providing the source/origin of bookings as well as the origin of guests at the time of booking.
- Adults travelling:
  - Adult Sharing rates apply to persons (12 years and older) sharing one suite. Persons 12 years and older are considered adults and will therefore require their own suite at the applicable rates.
  - Single Adult rates are only applicable when one adult is staying by him/herself in one suite. Not applicable when an adult is sharing a suite with a child/ children.
  - Note that all rooms can sleep a maximum of two adults.

- Children travelling:
  - Applicable to Gondwana Family Lodge only.
  - Child rates are applicable to children from 4 years up to and including 11 years; irrespective of whether children are sharing with adults or staying in their own room/suite (single or sharing).
  - Above mentioned rates are inclusive of the kids “Eco-Explorers” programme, 2 daily nature drives, all meals, non-alcoholic beverages, all on-drive snacks and beverages, internal reserve transfers between the lodge and welcome lounge, tourism levy and 15% VAT.

### Children Policy

This policy applies to all persons from 0 up to and including 11 years old:

- Persons under the age of 4 years are not permitted on any game drives.
- Persons under the age of 14 years are not permitted on any walking safaris.
- Persons under the age of 16 years are not permitted at Dwyka Tented Lodge.
- Persons under the age of 12 years are not permitted at Tilney Manor.
- Children are accommodated at Gondwana Family Lodge only.
- 0 – 3 Years old
  - are accommodated at no additional cost.
  - must share with adults, depending on the availability of cots and/or rooms with a sleeper couch.
  - are not permitted on game drives.
- 4 – 11 Years old
  - are accommodated at 50% (half) of the adult sharing rate.
  - may share with adults, depending on the availability of rooms with a sleeper couch.
  - are permitted on game drives.
- Sleeper couches can accommodate a maximum of one child.
- Cots can accommodate a maximum of one child.
- Rooms can accommodate a maximum of one cot and one sleeper couch only.
- Rooms accommodating children sharing with parents contain one sleeper couch per room.
- Complimentary child minding is offered during nature drive hours in our kiddies play center. Outside our nature drive hours, additional child-minding services are available upon request at an additional cost.
- Conservation Levy:
  - A daily conservation levy of R190 per person per night will be applied to all reservations, children between the ages of 4- 11 years will be levied at 50% (half) of the adult rate.
  - The conservation levy will be charged on the initial invoice to be settled at booking stage, alternatively settled directly by the guest on departure.
  - These levies are used to support various community and conservation initiatives such as anti-poaching efforts, habitat restoration, and species conservation programs, protecting and preserving our regions biodiversity for future generations to enjoy.

### Value Adding Offers

- The below offers are available on the above-mentioned rates.
- All offers are subject to availability at the time of booking and may be withdrawn at any time.

Offer	Details	Validity	Terms and Conditions
<b>Long Stay Discount</b>	Receive 10% discount when booking 3 consecutive nights at any luxury lodge	01 April 2024- 30 September 2024 01- 30 April 2025  [EXCLUDING: Easter Weekend]	Not combinable with any other promotion in the marketplace.
<b>Sole Use Offer</b>	Book sole use (all rooms) of any luxury lodge for 2 nights and receive 1 room free of charge.	01 April 2024- 30 September 2024 01- 30 April 2025  [EXCLUDING: Easter Weekend]	Sole Use Offer is not combinable with any other promotional offer in the marketplace.
<b>Stay 4 Pay 3</b>	Stay for 4 consecutive nights at any luxury lodge and only pay for 3	01 May 2024 – 30 September 2024	The Stay 4 Pay 3 offer not combinable with any other promotion in the marketplace.
<b>Honeymoon or Anniversary Value Add</b>	Receive a complimentary bottle of bubbly, welcome platter, romantic turn down and private bush picnic when booking your honeymoon or anniversary	All Year	Minimum two-night stay applies.

### Travel Information

#### Insurance

- We highly recommend that comprehensive travel insurance is taken out, including, but not limited to cover against all COVID related instances.

#### Special Catering/ Outsourced Meals

- Please note that the outsourcing of any certified meals (i.e., Kosher or Halaal) will incur an additional surcharge per person per day.

#### Transfers / Gate Times

- Transfers to and from the reserve can be arranged with reservations on request at an additional cost.
- Terms and Conditions relating to road transfers apply, and are available on request/as addendum to this document.
- All transfers are handled by accredited car hire and charter companies.
- A complimentary transfer from the Welcome Lounge to the different lodges is available on request and must be booked at least 72 hours in advance. The Welcome Lounge is located 15 kilometers (an approximate 20-minute drive) into the Reserve; please contact reservations in order to book.
  - Arriving guests are picked up from the welcoming lounge at 12h30 or 16h00 (guests arriving on the later transfer will not be able to join the afternoon game drive);
  - Departing guests are picked up from their lodge to be back at the Welcome Lounge by 12h30.

## Provisional Reservations

- Provisional bookings during festive season (15 December 2024 – 12 January 2025 (travelling dates)) will be held for a maximum of 24 hours.
- Subject to availability, i.e., should we have limited suites available, only confirmed bookings will be accepted.
- Bookings made less than 30 days prior to arrival will be held for a maximum of 48 hours.
- Bookings made 31 - 90 days prior to arrival will be held for a maximum of 7 consecutive days.
- Bookings made more than 90 days prior to arrival will be held for a maximum of 14 consecutive days.
- Should confirmation not be received by the given date, the booking will be automatically released and can only be reinstated subject to availability and on the basis that the booking is confirmed/guaranteed.
- Full names of guests traveling will be required to convert the status from provisional to confirmed. Name changes are not permitted once reservations have been confirmed.

## Minimum Stay

### **Festive Season (15 December 2024 – 12 January 2025)**

- A minimum of a two-night stay will be applied to all bookings over the festive period.
- Any remaining available inventory will become available for sale 90 days' prior for one-night reservations.

## Payment

- Full pre-payment will be required 60 days prior to arrival.
- Sanbona Wildlife Reserve reserves the right to release bookings, should payment not be received by the requested date.
- Any discrepancies on the confirmation/pro forma invoice must be addressed at the time of booking, otherwise the invoice amount will be applied and will be due and payable regardless.
- All bank charges are for the account of the tour operator and will not be paid by Sanbona Wildlife Reserve.

## Cancellations

### **General Terms (01 October 2024 – 30 November 2024 | 15 December 2024 - 30 April 2025)**

- Only written cancellations will be accepted; please ensure you receive an acknowledgment of cancellation from reservations.
- A fee of 50% of booking value will be charged if cancellation is less than 60 days prior to arrival.
- A fee of 100% of booking value will be charged if cancellation is less than 30 days prior to arrival.
- All reservations must be cancelled through/ via the original booking channel; failure to do so will result in full payment being required.

### **Low Season Terms (01 May 2024- 30 September 2024 | 01- 14 December 2024)**

- Only written cancellations will be accepted; please ensure you receive an acknowledgment of cancellation from reservations.
- A fee of 25% of the booking value will be charged if cancellation is less than 60- 31 days prior to arrival.
- A fee of 50% of the booking value will be charged if cancellation is less than 30- 15 days prior to arrival.

- A fee of 100% of the booking value will be charged if cancellation is less than 14 days prior to arrival.
- All reservations must be cancelled through/ via the original booking channel; failure to do so will result in full payment being required.

### FIT Groups, Set Departure Tours, Set Departure Itineraries and Tour Series Deposit, Payment and Cancellation

- Policy applies to bookings of eight (8) or more people.
- A minimum stay of two nights applies throughout the year.
- A 10% non-refundable deposit will be requested at the time of booking in order to secure rooms.
- A 50% non-refundable deposit is payable **90** days prior to arrival.
- A 100% non-refundable deposit is payable **60** days prior to arrival.
- All rooming lists are required 30 days prior to arrival.

The following terms and conditions must be agreed and adhered to in order to hold rooms for FIT Groups, Set Departure Tours, Set Departure Itineraries and Tour Series:

#### **General:**

Sanbona Wildlife Reserve may request room(s) back at any point should it receive a confirmed booking for the same dates. The agent must release the room(s) back to Sanbona Wildlife Reserve if it has not been sold at that point. A 10% non-refundable deposit will be required immediately for room(s) should the agent not wish to release the room(s) back to Sanbona Wildlife Reserve.

#### **Cancellations:**

- The cancellation policy is applied in the event of a reduction in rooms. Should one person in a sharing room cancel, the room rate will then revert to a single occupancy and single occupancy supplement will be applicable to the guest.
- For all cancellations within four months [120 days] of arrival, a fee of 10% of total value per room cancelled will be charged.
- For all cancellations within three months [90 days] of arrival, a fee of 50% of total value per room cancelled will be charged.
- For all cancellations within two months [60 days] of arrival, a fee of 100% of total value per room cancelled will be charged.

#### **Payment:**

- 10% non-refundable deposit may be requested at any time during the booking process should Sanbona Wildlife Reserve receive a confirmed booking for the same dates. This will allow us to hold rooms in advance and decline any and all other business we get for the same dates.
- 50% of total group value must be settled three months [90 days] prior to arrival.
- The balance, i.e., full pre-payment, of total group value must be settled two months [60 days] prior to arrival.

**PLEASE BE ADVISED THE ABOVE TERMS MAY NOT BE CEDED NOR ARE THEY NEGOTIABLE.**

**ACCEPTANCE OF CONTRACT:**

Company Name: \_\_\_\_\_

Contact Persons Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_