

All rates are quoted in South African Rand and include 15% VAT.

All rates quoted, but not limited to, Accommodation, Transfers, Additional Specialized Activities, Park Fee's, Conservation Levy, etc. are valid at the time of booking, but until such time as full and final payment has been received, the price is subject to change without prior notice.

Rates are quoted on a per person sharing basis in the Luxury Suites and Honeymoon Suite and single occupancy incurs a 50% supplement. The Royal Villa is quoted on a unit rate for up to 4 guests and adding an additional adult / child will incur a surcharge. The Emperor Suite is quoted on a unit rate for up to 4 guests. The Emperor Suite is also quoted on a per person sharing rate for couples seeking a spacious and lavish Suite.

Children under the age of 2 years stay for free in a cot when sharing with 2 adults in a Luxury Suite or the Honeymoon Suite. Creating triple suites in a Luxury Suite or the Honeymoon Suite will be subject to availability based on occupancy and only on confirmation, in writing, from Royal Madikwe Reservations. Children aged 3-11 years will pay 50% of the per person adult rate when sharing with an adult in a Luxury Suite or the Honeymoon Suite, while an adult will pay the full adult sharing rate.

**A minimum of 2 nights' stay** is required for all periods, unless otherwise confirmed in writing by Royal Madikwe Reservations.

**A provisional reservation** will be held for a maximum of 7 days, only if requested in writing and confirmed via return e-mail with a provisional reference number. If a provisional reservation is not confirmed in writing within 7 days, it will **automatically be released** by 17h00 on the 7<sup>th</sup> day. Please note that weekends are included in the 7 days provided. For extensions on provisional deadlines, please contact Royal Madikwe Reservations at least 1 day prior to your deadline to request if this will be possible.

## Payment Terms

A deposit on the total invoiced amount is required in order to confirm a provisional reservation and is payable within 3 days of acceptance of a quote;

- ◇ 100% deposit required for bookings made on the Last Minute Special Offer
- ◇ 50% deposit required for bookings made within 6 months of travel
- ◇ 25% deposit required for bookings made more than 6 months in advance

Once a deposit has been received, the client is liable for cancellation fees.

Full and Final payment is due strictly 30 days prior to guest's arrival.

We accept both credit card (American Express, MasterCard & Visa) and bank transfers as methods of payment for deposits, however, bank transfers are preferable. Please use your booking number as the reference when making payment via bank transfer.

All extras must be settled directly at the lodge on departure.

We accept both cash and credit card (Amex | Visa | MasterCard) as means of payment.

## Cancellation Terms

Cancellations are only effective on receipt of written notification;

- ◇ 25% cancellation fee is incurred if a reservation is cancelled at any time after the deposit has been received
- ◇ 50% cancellation fee is incurred if a reservation is cancelled within 45 days of arrival
- ◇ 100% cancellation fee is incurred if a reservation is cancelled within 30 days of arrival

The Cancellation fee applies to the total invoiced amount, including but not limited to, Accommodation, Transfers and Additional Specialized Activities, unless otherwise confirmed in writing by Royal Madikwe Reservations.

Bookings are not transferable and in the event of a cancellation, The Royal Madikwe will endeavor to resell the cancelled accommodation and provide up to 75% refund on accommodation only if we are able to resell the cancelled accommodation.

In the event of an additional specialized activity being cancelled due to bad weather, or any other unforeseen reason beyond our control, it is understood that there will be no refund.

We strongly advise taking out travel insurance in order to safeguard against cancellation fee's incurred due to unforeseen circumstances.

In the unlikely event of there being an unscheduled postponement of a reservation caused by bad weather, delayed flights, strikes or any other matter beyond our control, it is understood that expenses incurred will be for the client's account.

In the event of late arrival or premature departure the full extent of the stay, as originally booked and confirmed, will be charged.

## Child Policy

Children of all ages are welcome at Royal Madikwe!

Children under the age of 6 years are not permitted on the scheduled Game Drives, however, a 1-hour Kiddie's Bumble can be arranged on request at no extra charge and is dependent on availability at the time of enquiring.

A complimentary fun filled activity program takes place each day between 12h00 and 13h00 to keep children entertained and excited about their adventure at The Royal Madikwe.

## Check-in time is strictly 14h00 and check-out time is strictly 11h00

Please take note that Madikwe Game Reserve entry gates open at 06h00 and are locked at 21h00 in the evening, so please ensure to take these times into account when arranging your connecting flights in relation to travel times for road transfers. Guests arriving after 15h30 will miss the lunch service. Please be sure to call ahead to the lodge directly on +2782 568 8867 if you will be arriving later than 15h00.

Please enquire with reservations about the possibility of an earlier check-in or later check-out if required;

- ◇ For check-in earlier than 12h00, a surcharge will be applicable and is dependent on lodge operations at the discretion of Royal Madikwe Reservations.
- ◇ In the event of a later check-out, all beverages will be charged after 11h00 and lunch will be charged at R250 per Adult and R150 per Child under 12 years. Please do enquire in advance regarding the possibility of a later check out and lunch before departure as this will be entirely dependent on lodge operations and may incur a surcharge for airstrip transfers.

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