

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 reserves 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 and the spirit of the San people welcome you.

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.

### Standard Rates, Terms & Conditions

#### Rates

Season	No of each type	LOW SEASON		
Validity		01 May 2022 - 30 September 2022		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 7 245	ZAR 9 420	
Gondwana Family Lodge	12	ZAR 7 245	ZAR 9 420	ZAR 3 625
Dwyka Tented Lodge	9	ZAR 8 155	ZAR 10 600	

Season	No of each type	HIGH SEASON		
Validity		01 October 2022 - 30 November 2022		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 9 720	ZAR 12 630	
Gondwana Family Lodge	12	ZAR 9 720	ZAR 12 630	ZAR 4 860
Dwyka Tented Lodge	9	ZAR 10 255	ZAR 13 335	

Season	No of each type	LOW SEASON		
Validity		01 December 2022 - 15 December 2022		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 7 245	ZAR 9 420	
Gondwana Family Lodge	12	ZAR 7 245	ZAR 9 420	ZAR 3 625
Dwyka Tented Lodge	9	ZAR 8 155	ZAR 10 600	

Season	No of each type	SEASONAL PEAK SEASON		
Validity		16 December 2022 – 08 January 2023		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 13 005	ZAR 16 905	
Gondwana Family Lodge	12	ZAR 13 005	ZAR 16 905	ZAR 6 500
Dwyka Tented Lodge	9	ZAR 13 705	ZAR 17 810	

Season	No of each type	PEAK SEASON		
Validity		09 January 2023 - 31 March 2023		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 12 385	ZAR 16 100	
Gondwana Family Lodge	12	ZAR 12 385	ZAR 16 100	ZAR 6 190
Dwyka Tented Lodge	9	ZAR 12 980	ZAR 16 870	

Season	No of each type	HIGH SEASON		
Validity		01 April 2023 - 30 April 2023		
Rate Code		(Rack) Consumer		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 9 720	ZAR 12 630	
Gondwana Family Lodge	12	ZAR 9 720	ZAR 12 630	ZAR 4 860
Dwyka Tented Lodge	9	ZAR 10 255	ZAR 13 335	

### Rates

- All rates are quoted and invoiced in South African Rand (ZAR) on a “per person per night” basis.
- Adults travelling:
  - Adult Sharing rates apply to persons (12 years and older) sharing one room/suite. Persons 12 years and older are considered adults and will therefore require their own room/suite at the applicable rates.
  - Single Adult rates are only applicable when one adult is staying by him/herself in one room/suite. Not applicable when an adult is sharing a room/suite with a child/ children.
  - Note that all rooms can sleep a maximum of two adults.
  - Above mentioned rates are inclusive of 2 daily game drives, guided wilderness walks, all meals, non-alcoholic beverages, all game drive snacks and beverages, internal reserve transfers between the lodges and welcome lounge, tourism levy and 15% VAT.
  - The rates exclude: daily conservation levy, alcoholic beverages and all items of a personal nature, which must be settled directly prior to departure.
  - Persons under the age of 14 years are not permitted on any walking safaris.
- 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).

- 0 to 3 years old are accommodated at no additional cost, on a sharing basis only with adults.
  - Above mentioned rates are inclusive of the “Kids on Safari” program, 2 daily game drives, guided wilderness walks, all meals, non-alcoholic beverages, all game drive snacks and beverages, internal reserve transfers between the lodge and welcome lounge, tourism levy and 15% VAT (daily conservation levy and all items of a personal nature are excluded and must be settled prior to departure).
  - Persons under the age of 4 years are not permitted on game drives.
  - Persons under the age of 16 years are not permitted at Dwyka Tented Lodge
  - Persons under the age of 12 are not permitted at Tilney Manor.
  - Complimentary child minding is available in the kiddie’s entertainment area during game drives and the course of the day.
- Conservation Levy:
    - A daily conservation levy of R150 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.
    - This levy is not included in the above-mentioned rates.
    - The purpose of the guest conservation levy is to support the intense and ongoing conservation efforts on the reserve and support provided to local communities.
  - 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.**

### 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 2022- 30 September 2022 01- 30 April 2023  [EXCLUDING: Easter]	Long Stay Discount is combinable with our Early Booker Promotion only.
<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 2022- 30 September 2022 01- 30 April 2023  [EXCLUDING: Easter]	Sole Use Offer is not combinable with any other promotional offer in the marketplace.
<b>Early Booker Promotion</b>	Make a confirmed booking at any luxury lodge 6 months or more prior to arrival and receive a 10% discount.  This offer is not restricted to a minimum stay.	01 May 2022 – 30 September 2022	The Early Booker Promotion is combinable with our Long Stay Discount. Therefore: confirm a three consecutive night stay or longer between 01 May 2021 – 30 September 2021 more than 6 months prior to the arrival

			date and receive a total discount of 20%
<b>Stay 4 Pay 3</b>	Stay for 4 consecutive nights at any luxury lodge and only pay for 3	01 May 2022 – 30 September 2022	The Stay 4 Pay 3 offer not combinable with any other promotion in the marketplace.
<b>NEW VALUE-ADDED OFFERING</b>			
<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	No Restrictions Apply

### 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 available during game drive hours and during the course of the day in our kiddies play center.
- Outside of our kiddies play center opening hours, additional child-minding service are available upon request and can be arranged at an additional cost.

### Travel Information

#### Insurance

- We highly recommend that comprehensive travel insurance is taken out.

### 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 welcoming lounge, located 15 kilometers into Sanbona Wildlife Reserve, to the different lodges is available on request and must be booked at least 72 hours in advance; please contact reservations in order to book these
  - 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 welcoming lounge by 12h30.

### Minimum Stay

#### Festive Season (16 December 2022 – 08 January 2023)

- 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.

### Direct Clients Payment

- Full pre-payment will be required 30 days prior to arrival.
- Full pre-payment will be required at the time of booking for reservations made within 30 days of arrival.
- Sanbona Wildlife Reserve reserves the right to release bookings, should payment not be received by the requested date.

### Cancellations

#### General Terms (01 October 2022 – 30 April 2023)

- 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 30 days prior to arrival.
- A fee of 100% of 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.

#### Low Season Terms (01 May 2022- 30 September 2022 | 1- 15 December 2022)

- 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 30- 15 days prior to arrival.

- A fee of 50% of the booking value will be charged if cancellation is less than 14- 8 days prior to arrival.
- A fee of 100% of the booking value will be charged if cancellation is less than 7 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.

### COVID SPECIFIC CANCELLATION TERMS

In the event of cancellation due the below listed Covid19 reasons **no cancellation fees** will be levied:

- Infection with the COVID-19 virus of one or more travel participants and is under treatment or in ordered quarantine. Reasonable evidence, written statements and or documents to support the reasons for cancellation that are given.
- The South African government prohibits guest travel into South Africa by way of lock down or international border closure
- The government in the guest's country of residence prohibits travel into / from the guests country of residence &/or South Africa
- Prohibition on transport (airline) due a direct COVID related concern. Reasonable evidence, written statements and or documents to support the reasons for cancellation that are given.
- Sanbona Wildlife Reserve reserves the right to ask for any reasonable evidence, written statements and or documents to verify the reason for cancellation that is given.

### 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 25% non-refundable deposit is payable **90** days prior to arrival.
- A 50% non-refundable payment **60** days prior to arrival.
- A 100% non-refundable payment **30** 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 three months of arrival, a fee of 25% of total value per room cancelled will be charged.
- For all cancellations within two months of arrival, a fee of 50% of total value per room cancelled will be charged.

- For all cancellations within one months 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 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.
- 25% of total group value must be settled three months prior to arrival.
- 50% of total group value must be settled two months prior to arrival.
- The balance, i.e. full pre-payment, of total group value must be settled one month prior to arrival.

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

**What to advise prior to arrival**

- Where does the reservation originate from?
- How will guests arrive and depart?
- What time will guests arrive and depart?
- Do guests have any special occasion to celebrate?
- Do guests have any special dietary or other requirements?
- Contact number and email where guests can be contacted prior to arrival

**ACCEPTANCE OF CONTRACT:**

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

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

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

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

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

**Bookings / More Information:** T: +27 (0) 21 010 0028 | E: [reservations@sanbona.com](mailto:reservations@sanbona.com) | W: [www.sanbona.com](http://www.sanbona.com)

**CALEO**   
FOUNDATION