



Terms & Conditions

Game & Wildlife Reserves

Valid: January 2009 – January 2011

Rates

- Rates are private, confidential and the published rate to the end consumer can not be lower than the Rack Rate
- All rates quoted are net, including 14% VAT, tourism levy and are subject to change without prior notice.
- We recommend a minimum stay of two nights at all properties throughout the year.
- Rates applicable are:
 - quoted per person per night sharing
 - maximum two (2) adults sharing per room/suite
 - inclusive of all meals, games drives and selected beverages
 - not inclusive of the gate/entrance fee at Kruger Park (Jock Safari Lodge), telephone, laundry, use of relaxation retreats, transfers, beverages listed on the premium wine list, gift boutique purchases or gratuities
 - subject to a 50% supplement for rooms with single occupancy

Children Policy

General

- Children under the age of 12 years are accommodated at selected lodges only
- Children from 12 years old are considered as adults and will therefore require a separate room at the applicable rate
- Children rates are
 - applicable whether they share a room/suite with adults or not
 - inclusive of accommodation, meals, selected beverages and activities (age dependant)
 - subject to the availability of cots, mattresses and sleeper couches, depending on the property
- A maximum of two (2) children may share with two (2) adults in one room, depending on the availability of rooms with sleeper couches
- 0 – 3 Year old are not permitted on game drive and may share with adults at no additional cost
- 4 – 11 Year old are permitted on game drive and may share with adults at 50% of the adult sharing rate, depending on the availability of rooms with sleeper couches
- Child minding are done by lodge staff and can be arranged at an additional cost

Shamwari Game Reserve

- Persons under the age of 16 years are not permitted on any walking safaris
- Children under the age of 12 years are accommodated at Riverdene Lodge and Sarili Lodge only
- Children sharing with adults will be accommodated in a cot or on a sleeper couch, depending on their age and subject to the availability of rooms with cots and sleeper couches (Riverdene Lodge ONLY)

Sanbona Wildlife Reserve

- Persons under the age of 16 years are not permitted on any walking safaris
- Children under the age of 12 years are accommodated at Gondwana Lodge only
- Children sharing with adults will be accommodated in a cot or on sleeper couch, depending on their age and subject to the availability of rooms with cots and sleeper couches

Jock Safari Lodge

- Persons under the age of 16 years are not permitted on any walking safaris
- Children under the age of 12 years are accommodated at Little Jock only
- Children sharing with adults will be accommodated in a cot or on sleeper couch, depending on their age and subject to the availability of rooms with cots and sleeper couches

Oceana Beach & Wildlife Reserve

- Persons under the age of 16 years are not permitted on any walking safaris
- Children sharing with adults will be accommodated in a cot or on a sleeper couch, depending on their age and subject to the availability of rooms with cots and sleeper couches

Nkomazi Game Reserve

- Persons under the age of 12 years are not permitted
- Persons under the age of 16 years are not permitted on any walking safaris

Guide/Driver Policy

General

- Can be accommodated at the normal adult sharing rate applicable and will be regarded as a normal booking

Shamwari Game Reserve

- Subject to availability of guide room (single bedded with en-suite shower) at Long Lee Manor
- Rate is net, non-commissionable and only applicable to guide room at Long Lee Manor
- R 1,500.00 per night, inclusive of accommodation and meals only

Transfers

General

- Transfers can be arranged with reservations on request at additional costs
- All transfers are handled by accredited car hire and charter companies
- Transfer from/to private landing strips are complimentary, but must be booked prior to arrival

Sanbona Wildlife Reserve

- A complimentary transfer from the main gate 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 can be picked up from the gate at 12h30 or 16h00 (these guests will not be able to join the afternoon game drive).
 - Departing guests will be picked up from their lodge to be back at the gate by 12h30.

Jock Safari Lodge

- Federal Air charter flights between Johannesburg and Skukuza airstrip
 - Inclusive of a road transfers between Skukuza airstrip and the lodge on the basis that the Federal Air flights are booked with Mantis Central Reservations
- Self drive and road transfers from Kruger Mpumalanga Airport (KMIA/MQP) are subject to Kruger National Park gate times
 - The Kruger National park prohibits the use of roads within the park once the gates are closed. Therefore guests need to be at their destination and transfer companies must be outside the park by the time the gates close.
 - Jock Safari Lodge is approximately one (1) hour from the Malelane Gate and therefore we recommend that flights to / from Kruger Mpumalanga International Airport (KMIA/MQP) are booked to:
 - **Arrive at KMIA/MQP no later than 14h30 on day of arrival.**
 - **Depart from KMIA/MQP no earlier than 10h00 on day of departure.**
 - No alternative arrangements can be made

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
OPEN	05:30	05:30	05:30	06:00	06:00	06:00	06:00	06:00	06:00	05:30	05:30	05:30
CLOSE	18:30	18:30	18:00	18:00	17:30	17:30	17:30	18:00	18:00	18:00	18:30	18:30

Gate Times

- Shamwari Game Reserve: Not applicable; gates are attended to 24 hours
- Sanbona Wildlife Reserve: 08h00 – 18h00
- Jock Safari Lodge: (refer to below Kruger gate time schedule)

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
OPEN	05:30	05:30	05:30	06:00	06:00	06:00	06:00	06:00	06:00	05:30	05:30	05:30
CLOSE	18:30	18:30	18:00	18:00	17:30	17:30	17:30	18:00	18:00	18:00	18:30	18:30

- The Kruger National park prohibits the use of roads within the park once the gates are closed. Therefore guests need to be at their destination and transfer companies must be outside the park by the time the gates close.
- Jock Safari Lodge is approximately one (1) hour from the Malelane Gate and therefore we recommend that flights to / from Kruger Mpumalanga International Airport (KMIA/MQP) are booked to:
 - **Arrive at KMIA/MQP no later than 14h30 on day of arrival.**
 - **Depart from KMIA/MQP no earlier than 10h00 on day of departure.**
 - No alternative arrangements can be made
- Oceana Beach and Wildlife Reserve: Not applicable
- Nkomazi Game Reserve: Not applicable

Provisional Reservations

- Not available during peak season
- Subject to availability – i.e.: should we only have two (for example) rooms left, we can not make a provisional
- Made less than 30 days prior to arrival will be held for a max of 72 hours
- Made 60 - 90 days prior to arrival will be held for a maximum of 7 working days
- Made more than 90 days prior to arrival will be held for a maximum of 14 working days
- Full names of guests traveling will be required to convert the status from provisional to confirmed
- Should confirmation not be received by the given date; the booking will automatically release and can only be re-instated on the basis that the booking is confirmed/guaranteed

Peak Season Deposit and Cancellation

Peak Seasons

- 20 December – 10 January
- Easter period

Deposits

- Reservations held by Mantis with no means of guarantee such as a deposit, may be cancelled by Mantis on notice to the agent in order to accommodate other bookings
- **A deposit of 10% is required for all peak season bookings within 30 days of the reservation being made.**
- **Full pre-payment is required 90 days prior to arrival in order to avoid automatic release of bookings**
- Voucher numbers will not be accepted as guarantees for bookings
- Deposits are non refundable

Cancellations

- Only written cancellations will be accepted. Ensure to receive an acknowledgment of cancellations from reservations
- 50% of fee if cancellation less than 90 days prior to arrival
- 100% of fee if cancellation less than 60 days prior to arrival

Payment

General

- Full pre-payment required 30 days prior to arrival
- **Mantis 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 time of booking
- All bank charges is for the account of the tour operator and will not be paid by Mantis

Cancellations

General

- Only written cancellations will be accepted. Ensure to receive an acknowledgment of cancellations from reservations
- 25% of fee if cancellation less than 30 days prior to arrival
- 50% of fee if cancellation less than 15 days prior to arrival
- 100% of fee if cancellation less than 7 days prior to arrival

Peak Seasons

- 50% of fee if cancellation less than 90 days prior to arrival
- 100% of fee if cancellation less than 60 days prior to arrival

Group/Conference: Deposit, Payment and Cancellation

General

- Policy applies to bookings of eight (8) or more people
- A minimum of a 2 night stay applies through out the year.
- A 50% non-refundable deposit is payable **90** days prior to arrival.
- A 100% non-refundable payment **60** days prior to arrival.
- Every 16th person confirmed will be free of charge, inclusive of all meals, game drives and local beverages.

What to advise prior to arrival

- From where does the reservation originate?
- 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 where guests can be contacted prior to arrival.