



General Terms and Conditions - Valid to 31 December 2024

1. General

1.1. In this document, **Mashatu** shall mean:

Mashatu Investments (Pty) Ltd, Mashatu Nature Reserve (Pty) Ltd and/or Mashatu Game Reserve (incorporating Mashatu Euphorbia Villas, Mashatu Lodge, Tuli Safari Lodge Mashatu, Mashatu Tent Camp, Kolokolo, Shalimpo and all bona fide concessionaires).

1.2. This agreement and its interpretation shall be subject to Botswana Law.

1.3. All reservations will be on a pre-payment basis. Should payment not be timeously received, Mashatu reserves the right to automatically cancel such reserved accommodation.

1.4. It is an express condition when entering a business partnership with Mashatu that rates are not published in either print or electronic media at a lesser value than our Rack Rate.

1.5. Pick up time at Pont Drift Border Post and Limpopo Valley Airfield is 13h00. Pick up time at Mathathane Village is 12h00. Check-in time at the camp is 14h00 and check-out time is 11h00. Any variations on these times must be advised prior to guests' arrival at the camps and any variations are at the sole discretion of management.

1.6. Transfers to and from camps and the airport/ airstrips/ entrance gates are by road. Transfer times are dictated by passenger numbers and their flight variations. Please note that charges are not levied for the transfer to/ from Limpopo Valley Airfield to connect with scheduled flights.

1.7. Any international operator who elects to bypass a local African DMC in order to contract directly with Mashatu in respect of services of whatsoever nature, should be aware that Mashatu cannot be held responsible for providing ground handling services for the clients in the event of necessity. Clients should look to the international operator to fulfil these functions in the event of an emergency of whatsoever nature.

2. Rates

2.1. All rates apply to both group and F.I.T. reservations and are quoted per person per night in our camps, and per night for our exclusive use safari homes (Kolokolo and Shalimpo), inclusive of conservation levies and VAT.

2.2. Mashatu reserves the right to amend the published rates without notice.

2.3. Rates quoted at all our lodges are based over a 24-hour period – as per the applicable inclusive and exclusive notes on our rate sheets per lodge.

2.4. Rates are quoted in US Dollars and payment is accepted in this currency. However, arrangements can be made to convert this to South African Rand or Botswana Pula using the rates supplied to Mashatu by Nedbank and First National Bank respectively, within a 6-month period of the guest's arrival at camp.

2.5. Rates converted into South African Rand or Botswana Pula are only valid if all deposits are received on due date/s. Failing this, Mashatu reserves the right to re-quote the rate or cancel the booking.

2.6. Mashatu cannot be held liable for any rate fluctuations of third-party suppliers whose services Mashatu has booked on behalf of travel companies/ guests.

3. Children Policy

3.1. Mashatu Euphorbia: Children under 16 years are not permitted.

3.2. Mashatu Lodge & Tuli Safari Lodge Mashatu: Children of all ages are welcome under strict adult supervision. Children under 12 years, sharing accommodation with full paying adults, pay the quoted child tariff. Children under five years of age are not permitted to be taken on game drives, unless their parents have reserved sole-use of their vehicle for which there may be a charge. Babysitting services and Kids@Mashatu programs, are available and can be arranged prior to / on arrival in camp with camp management.

3.3. Mashatu Tent Camp: Children under 12 years are not permitted.

3.4. Kolokolo & Shalimpo: Children of all ages are welcome, and permitted on game drives, under strict adult supervision.

3.5. All children qualifying for the reduced rate will need to show proof of age on check-in.

4. Tour Leader/ Pilot/ Driver/ Guide Policy

4.1. Accommodation for a bona fide tour leader/ pilot/ driver/ guide shall be in Guide Room (B grade) accommodation.

4.2. The Guide Room accommodation rate is applicable. This rate is purely for accommodation, meals & laundry, and does not include alcoholic / non-alcoholic beverages (with exception at Mashatu Euphorbia, where soft drinks are included), game drives & other special activities. The game drives & other special activities shall be offered subject to availability on check-in and at the sole discretion of camp management.

5. Cancellation Policy

5.1. Mashatu reserves the right to charge the following cancellation fees should a confirmed reservation be cancelled within the following period: -

- 5% cancellation administration fee if cancelled more than 90 days prior to arrival.
- 25% cancellation fee if cancelled less than 90 days prior to arrival i.e., 90 to 61 days.
- 50% cancellation fee if cancelled less than 60 days prior to arrival i.e., 60 to 31 days.
- 100% cancellation fee if cancelled less than 30 days prior to arrival.

5.2. Cancellation fees are calculated on the nett rate per person.

5.3. Should cancelled accommodation be resold, cancellation fees will be refunded less a 10% handling charge.

5.4. A 5% administration fee will be levied on refunds. The percentage is calculated on the total funds being held, at the time of cancelling the booking, and not the total booking value.

5.5. Please ensure that all guests are covered by a travel insurance policy to protect against unforeseen cancellation, delays, injury, loss, or any other prejudice of whatsoever cause.

5.6. All reservation amendments or cancellations are valid only if advised and accepted by Mashatu, in writing, by e-mail.

6. F.I.T. Policy

6.1. No reservation is secure or confirmed until a 50% deposit is received to secure the booking. Mashatu reserves the right to automatically release accommodation being held unless a deposit is received within the stated period for each reservation.

6.2. All net accommodation and transfer costs must be pre-paid no less than 30 days prior to arrival. All guests shall settle their extras accounts in full prior to departure from the camps.

7. Group Policy

7.1. Any party reserving 50% or more of the rooms at one camp is considered a group.

7.2. No reservation is secure/ confirmed until a **10% non-refundable** deposit is received to secure the booking. Two further deposits of 25% each are required at intervals prior to the date of arrival, as notified on the confirmation voucher and the full balance of all services and accommodation is required no later than one month prior to the date of arrival. Mashatu reserves the right to automatically release accommodation being held unless the required deposits are received as specified.

7.3. Mashatu reserves the right to charge the cancellation fees, as noted in point 5. above, should a confirmed reservation be cancelled within the stated periods.

7.4. Final numbers for groups must be confirmed 60 days prior to arrival after which time any reduction in numbers will incur cancellation fees in accordance with the group policy, point 7.3. above.

7.5. All net accommodation and transfer costs must be pre-paid no less than 30 days prior to arrival. All extras must be settled direct at the camp by the guests, prior to their departure.

7.6. Mashatu reserves the right to limit the number of single room rates at each camp.

8. Important Notes

8.1. Failure on the part of the guest/ travel company to comply timeously, or at all, with any of the terms and conditions contained herein shall entitle Mashatu, at its sole discretion, regardless of reservation requirements and/ or payments already received, to cancel/ refuse to accept the guest's/ travel company's reservation in respect of group/s or individual/s in question, unless satisfactory alternative arrangements are made by the guest/ travel company.

- 8.2. It is to be noted that this agreement is between Mashatu and the party making the reservation and no leniency or indulgence will be granted by Mashatu in the event of other group/s or individual/s not timeously performing their corresponding duties to the party making the reservation.
- 8.3. Please note that should Mashatu receive a firm, deposited booking over the dates when the guest/ travel company is holding space and prior to the guest/ travel company forwarding the necessary deposits to secure the reservation, the guest/ travel company will be requested to release the space being held, or to forward an immediate non-refundable deposit on all space held, to secure the space.
- 8.4. All transfers and game drives are conducted in open safari vehicles.
- 8.5. Adventure activities where relevant, are in place of a morning or evening game drive.

9. **Payment Details**

- 9.1. Mashatu banking details: Please ensure a copy of the bank transfer slip, together with the reservation details is emailed to the reservations office. NB: Should you feel concerned with paying into our bank account without personally verifying the details, please feel free to call our reservations office on 0027 (0)31 761 3440 to confirm the details. Unfortunately, Mashatu cannot be held liable should payments be made to any incorrect accounts.

<u>US Dollar:</u>	<u>South African Rand:</u>	<u>Botswana Pula:</u>
Bank: Nedbank	Bank: Nedbank	Bank: First National Bank of Botswana
Name of Account: Mashatu Nature Reserve (Pty) Ltd	Name of Account: Mashatu Nature Reserve (Pty) Ltd	Name of Account: Mashatu Nature Reserve (Pty) Ltd
Account No: 7503015470	Account No: 1305832175	Account number: 63023835979
Branch Code: 198765	Branch Code: 198765	Branch code: 28-22-67
Swift address: NEDSZAJJ	Swift address: NEDSZAJJ	Swift Code: FIRNBWGX
Address: 135 Rivonia Road, Sandown, 2196	Address: 135 Rivonia Road, Sandown, 2196	

- 9.3. All bank charges are the responsibility of the guest/ travel company making the relevant bank transfer into one of the Mashatu bank accounts.
- 9.4. Nedbank (ZAR) or First National Bank (BWP) exchange rates, as supplied to Mashatu, on the date of agreement will apply for conversion purposes.
- 9.5. Master Card, Visa, and American Express credit cards are accepted for foreign currency payments for prepaid reservations only.
- 9.6. Master Card and Visa credit cards are accepted in South African Rand and Botswana Pula respectively at all our camps. American Express credit cards are accepted at all camps but only in South African Rand, whilst Diners Club credit cards are not accepted at Mashatu.
- 9.7. All credit cards require a letter of authorisation with the cardholder's signature to debit same.
- 9.8. The credit card which is submitted to our central reservations office for deposits and prepayments must be presented at the camp with the card holder's passport on check-in for verification purposes.
- 9.9. Payments must be received by Mashatu on the dates stipulated, failing which Mashatu reserves the right to collect payment directly from the guest on arrival. Delays in postal services and mislaid payments are the responsibility of the travel company.
- 9.10. Cheques are not accepted as tender of payment.

10. **Variation/ Waiver**

- 10.1. Variation or waiver of the above Terms and Conditions is at the sole discretion of Mashatu and must be confirmed in writing, failing which such variation or waiver will not apply. The laws of Botswana apply to all transactions.