

# COMBINED GENERAL TERMS AND GROUP TERMS & CONDITIONS - 2027

These terms and conditions apply to all bookings made with Karongwe. Group bookings are defined as any booking comprising 10 (ten) or more rooms and are subject to additional group terms outlined below. By confirming a reservation, the guest and/or booking agent agrees to the following:

## GENERAL TERMS

- A 40% single supplement applies for all single travellers, calculated on the per-person sharing rate.
- Rates are quoted in South African Rands (ZAR), inclusive of VAT, and are subject to change without prior notice.
- All activities, services, and offers are subject to availability and weather conditions.
- Karongwe reserves the right to amend terms, conditions, and inclusions without prior notice.
- Provisional bookings can only be held for 14 days unless otherwise agreed in writing.
- Driver/Guide rates apply which do not include game drives R2330.00pppn

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## RATE INCLUDES

- Welcome drink on arrival.
- Accommodation.
- All meals, teas, coffees, bottled water, and snacks served in the main dining room.
- All Inclusive offer for FIT guests and ad-hoc groups inclusive of selected spirits, local beers, wines & soft drinks as well as teas, coffee, and bottled waters from the main bar. Applicable only to Sepela Safari Camp, Becks Safari Lodge, Kuname Safari Lodge, River Safari Lodge and Noka House.
- Dawn and dusk safaris in open game drive vehicles as per the confirmed itinerary.
- Two sundowner drink/s per person on dusk safari – choice of local beer, house wine, or soft drink.
- Limited WiFi access at the lodges.
- Reserve fees, unless otherwise communicated at the time of booking.
- Scheduled Hoedspruit Airport Transfers for FIT guests and ad-hoc groups limited to six (6) rooms / 12 guests.
- Transfers from the Southern boom gate.
- VAT as per SARS regulations.

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## RATE EXCLUDES

- All other airport transfers.
- Mini bar, curio shop purchases, telephone calls, spa treatments, and laundry services.
- Gratuities (at guest discretion).
- All other beverages not specifically included in the package.

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## WAITLISTED ROOMS

- Rooms on waitlist are not guaranteed and are subject to availability.
- Karongwe reserves the right to auto-release any waitlisted rooms if the waitlist does not clear on time or if confirmed demand takes priority.
- Clients will be notified accordingly but are encouraged to reconfirm early.

## CHILD POLICY

*CHILDREN OF ALL AGES ARE WELCOME EXCEPT AT:*

- Sepela Explorer Camp – no children under 16 years. (not yet operational)
- Kuname Safari Lodge (main lodge) – no children under 12 years.
- Becks Safari Lodge – no children under 6 years.
- Children aged 12 and older are charged full adult rate.
- Children aged 3–11 years are charged 50% of the adult rate when sharing a family unit with adults (subject to availability).
- Children aged 0–2 years stay free, but reserve fees are payable.

*GAME DRIVES:*

- Children under 4 years are not permitted on game drives.
- Children aged 4–5 years may participate at the discretion of lodge management after an on-site evaluation or with a private vehicle (subject to availability and at an extra cost).
- Children 6 years and older may join scheduled drives.

*OTHER CHILD SERVICES:*

- Babysitting services are available on request at an additional cost.
- The Little Paws Programme (for under 12s) is available at an additional cost.
- Children under 16 years are not permitted on bush walks.

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## BUSH WALKS

- Optional extra arranged at the lodge and subject to availability.
- Guided by qualified rangers and dependent on weather and safety conditions.
- Duration approximately 45 minutes. Guests must be physically fit.
- Additional cost applies. Cannot be substituted for a game drive.
- Not permitted for children under 16.
- Guests aged 65 years and older are required to present a valid medical certificate confirming they are fit to participate in a bush walk. Guests will be required to sign an indemnity form prior to participation. Participation remains at the discretion of the Head Ranger and Lodge Management.

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## FIT (INDIVIDUAL) DEPOSITS & PAYMENT TERMS

- A 25% deposit is payable within 7 days of confirmation.
- Full balance is due 42 days prior to arrival.
- Bookings may be released without notice if payment is not received, unless other arrangements have been secured in writing.

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## FIT (INDIVIDUAL) CANCELLATION POLICY

- Cancellations more than 60 – 43 days prior: 25% cancellation fee
- Cancellations less than 42 days: 100% cancellation fee
- One free amendment is allowed for postponements made 60 days before arrival, thereafter cancellation fees will incur the applicable fees.

## TRAVEL INSURANCE

- Strongly recommended to cover cancellations, delays, medical emergencies, and force majeure.
- Karongwe is not liable for losses due to insufficient insurance coverage.

## FORCE MAJEURE

- Karongwe shall not be liable for failure or delays due to circumstances beyond its control, including natural disasters, pandemics, strikes, or government regulations.

## GROUP BOOKING TERMS

### PROVISIONAL BOOKINGS:

- Held for a maximum of 6 weeks from the booking date.
- If not confirmed within 6 weeks, the booking will be automatically released unless otherwise arranged.
- Extensions require written approval and may be subject to a 10% deposit.

### GROUP PAYMENT TERMS:

- 10% non-refundable deposit due within 6-week provisional period.
- 15% interim payment due 90 days prior to arrival.
- 75% balance due 42 days prior to arrival.
- Non-payment may result in cancellation and forfeiture of prior payments.

### GROUP CANCELLATION POLICY:

- More than 90 days prior: 10% cancellation fee (deposit forfeited).
- 89-43 days prior: 25% cancellation fee.
- 42-31 days prior: 100% cancellation fee.
- Changes to confirmed dates are considered cancellations unless agreed in writing by Karongwe.

### ROOMING LISTS:

- Final lists must be submitted 45 days prior to arrival.
- Unsold rooms may be released if no written agreement is made.

## PAYMENT DETAILS

**CREDIT CARD** | Please reach out to us to receive a secure online credit card link for payment

**BANK TRANSFERS** | Shiduli/ Kuname/ Chisomo/ River/ Becks/ Sepela & Noka (Impulupudi Game Lodge (Pty) Ltd)

**BANK** Standard Bank - Nigel  
**BRANCH CODE** 12242  
**ACC NUMBER** 30291240

Payments to be made in South African Rand/ZAR, a copy of the remittance to be emailed to [reservations@karongwe.com](mailto:reservations@karongwe.com) and quote your reservation number.

## CENTRAL RESERVATIONS

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T | +27 (0) 11 817 5560

