

MALIBA LODGE DAY VISITORS & WALK-IN GUESTS' PROCEDURES

DEAR VALUED GUEST.

The following is a detailed procedure for Maliba Lodge day visitors and walk-in guests.

1) Arrival at Tsehlanyane Park gate

Upon arrival guests will be expected to pay a compulsory entry fee.

For *local citizens*, entry is M30 per person and M20 per vehicle.

For *foreign citizens*, entry is M50 per person and M30 per vehicle.

Guards will be collecting these fees on behalf of the government.

2) Arrival at Maliba Lodge gate

Once the park fee has been paid, guests will specify if they intend *visiting* Maliba lodge OR are just a *guest* of the park.

For Maliba Lodge guests, they will be directed to the Maliba lodge gate- located at the entry to the Maliba lodge concession. Here, a Maliba security guard will greet you, take down your details, and inquire the reason for the visit.

For all day visitors/walk-in guests, they will be charged M100 and will be issued a voucher that can be used at the lodge for food, drinks, or activities to the same value. The guest will then proceed to the main lodge reception.

3) Booking accommodation

The front desk agent will assist guests with accommodation.

First they check if there is availability in the guests preferred accommodation type and rate. If there is availability, the front desk agent will consult with housekeeping to check if preferred room is ready for check-in. If the room is not ready, guests may be required to wait and are welcome to explore the property or have a drink at the bar while the room is prepared.

Reception will inquire/book in any meals requested by the guests.

Accommodation at the lodge is exclusive of meals with the exception of the 5 star chalets which include breakfast in its tariff.

4) Booking meals

BREAKFAST

Open: 8am-10am in the Main Lodge (*orders must be in by 9am*)

LUNCH

Open: 12.30pm-3pm in the Bistro (*orders must be in by 2.30pm*)

Bistro menu: A la carte

DINNER

Open: 7pm-10pm in the Main Lodge restaurant (*orders must be in by 2pm, prebooking preferred*)

- 3 courses (starter main dessert)

- Fine dining set menu (with choice)

5) Activities

Maliba Lodge offers the following activities (book a day in advance):

- SPA TREATMENTS
- HORSE RIDING
- COMMUNITY TOUR
- HIKING TRAILS

For enquiries and Bookings: reception@maliba-lodge / reservation@maliba-lodge.com OR phone +26663616152.