

**TERMS AND CONDITIONS**

<p><b>Currency and Rates:</b> Rates quoted are in South African Rand and are based on 2 Adults Sharing Per Night, except for River Lodge.</p>	<p><b>Meal Inclusions:</b> All rates exclude meals, except for Mountain Lodge, which is 5-star accommodation and includes breakfast only.</p>
<p><b>Location and Amenities:</b> The Five-Star Mountain Lodge Restaurant is a 2-minute drive away from the Riverside Huts &amp; River Lodges.</p>	<p><b>VAT Inclusion:</b> Rates quoted are inclusive of 15% VAT.</p>
<p><b>Minimum Stay Requirements:</b></p> <ul style="list-style-type: none"> <li>• A minimum stay of 2 nights is required between April/March and June/July holidays.</li> <li>• A minimum 2-night stay is applicable when a Saturday is included in a booking or over South African weekends extended by a public holiday.</li> </ul>	<p><b>Booking Confirmation and Deposit:</b></p> <ul style="list-style-type: none"> <li>• A 50% deposit is required to confirm the booking.</li> <li>• Bookings are to be paid in full prior to arrival by EFT or credit card, with proof emailed to <a href="mailto:reservations@maliba-lodge.com">reservations@maliba-lodge.com</a>.</li> </ul>
<p><b>Payment Surcharges:</b></p> <ul style="list-style-type: none"> <li>• A 3% surcharge will be added for credit card transactions (Visa, MasterCard, and Diners Club Card).</li> <li>• Direct deposit into our South African Bank Account is preferred.</li> </ul>	<p><b>Booking Confirmation and Deposit:</b></p> <ul style="list-style-type: none"> <li>• A 50% deposit is required to confirm the booking.</li> <li>• Bookings are to be paid in full prior to arrival by EFT or credit card, with proof emailed to <a href="mailto:reservations@maliba-lodge.com">reservations@maliba-lodge.com</a>.</li> </ul>
<p><b>Room Release and Late Arrival:</b> Room release time is at 18:00 hrs. unless we are notified of a late arrival.</p>	<p><b>Effective Rates Period:</b> These Rand Rates are effective from 07 January 2024 to 14 December 2024.</p>
<p><b>Accommodation Bookings:</b> Accommodation bookings are to be paid in full prior to arrival by EFT or credit card, with proof faxed or emailed to the Durban office.</p>	<p><b>Additional Expenses:</b> Extras (beverages, meals, activities) can be paid directly at the lodge prior to departure by cash or credit card.</p>
<p><b>Payment Methods and Departure:</b></p> <ul style="list-style-type: none"> <li>• Maliba Lodge only accepts payment by EFT if done on-site, with the right to take a copy of guest credit card details before departure.</li> <li>• Credit card payment at the lodge attracts a 3% commission fee (MasterCard, Visa, and Diners). A copy of ID/passport will be taken for security purposes.</li> </ul>	<p><b>Children Policy:</b></p> <ul style="list-style-type: none"> <li>• Children aged 5-12 years are charged a fee per night.</li> <li>• Children aged 4 years or under stay free of charge, limited to 1 child per couple.</li> <li>• Limits of 2 children are allowed to stay if sharing in the parent's room.</li> <li>• An extra adult can be accommodated in our Economy Rooms; please ask Reservations for more info.</li> </ul>
<p><b>Booking Confirmation Requirement:</b> All bookings must be made in writing with our Central Reservations Office, and all guests should possess a valid booking confirmation obtained from our Reservation's Office.</p>	<p><b>Postponement Policy:</b> Postponement is subject to approval. A 100% cancellation applies for the postponement of booking if you would like to cancel on the new dates.</p>

**Cancellation Policy:** Cancellations are only effective on receipt of written notification. If payment is not received according to our payment policy, we reserve the right to cancel the booking. The guest/tour operator/agent will be notified by fax or email. Cancellation policy is as follows:

- If cancelling 7 days before arrival, forfeit 100% of the booking total,
- If cancelling 30 days before arrival, forfeit 25% of the booking total.

Terms and conditions, along with the cancellation policy, are deemed accepted upon receipt of the deposit (non-negotiable). Maliba Lodge reserves the right to cancel any activity due to weather conditions, closure of National Parks, or any unforeseen events