



 Mbizi Game Lodge & Spa
R516 Thabazimbi Rooiberg Road
Bela-Bela, Limpopo
0480

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MBIZI GAME LODGE & SPA – INFORMATION GUIDE

Thank you for your booking. We trust that you will enjoy your stay with us. A request from our side to all guests to please respect one another and to adhere to the resort's Terms and Conditions.

BY PAYING YOUR RESERVATION, YOU CONFIRM THAT YOU UNDERSTAND AND ACCEPT OUR TERMS AND CONDITIONS.

Please report at reception on arrival and make sure you receive your gate permit. Without a permit, you will not be able to leave the premises.

CONDITIONS OF STAY OR VISIT

NB: Please read the contents very carefully. You will be informed of essential information and will be deemed to know such information once we receive the payment outlined in the attachment. Your booking is now on our system. This means that you have made a reservation with Mbizi Game Lodge & Spa as per the Reservation Confirmation attached hereto.

FINAL PAYMENT

Whether you are paying your deposit or making a final payment, 25% of the TOTAL AMOUNT is ALWAYS retained if and where applicable (See our payment policy). Please refer to our cancellation policy if you later wish to cancel your booking.

AMENDING YOUR BOOKING

NB: All bookings made with Mbizi Game Lodge & Spa are subject to our Standard Trading Terms and Conditions. Standard Trading Terms and Conditions are essential terms and conditions to which your booking contract of carriage and passage are subject. Please read through the attached terms and conditions carefully to take note of all the essential terms that apply to your booking and stay!

NB: In terms of the Consumer Protection Legislation, we must inform you, our client, about all aspects of your stay.

We have put together a vast information database, and this is contained in the attached terms and conditions. All aspects of your stay are dealt with in this document, and you will be requested to accede to your knowledge of this document and its contents BEFORE paying your deposit. Your deposit confirms your booking and the information on it.

IN CAMP FACILITIES

- Take Away & Restaurant
- Shop
- ATM in Shop
- Liquor Store
- Cocktail Bar
- Putt-Putt
- Wi-Fi (For Sale at Shop)
- Table Tennis
- Cold Water Pools
- Heated Indoor Pool
- Team building
- Volleyball

- Weddings
- Conferencing
- Boma (private functions)
- Kiddies' playground & jungle gym
- Private Jacuzzi on stands X and Z
- Fishing (Small dams with different species – catch & release)

1. For other Chalet and Camp information, please visit our website: www.mbizi.co.za All

Chalets and Mountain Villas equipped with Bedding / Cutlery and Crocker - NO Towels Please bring your swimming towels & toiletries & dishwashing liquid
Dishwashing liquid and dishcloths are for sale in the shop. NB: NO SERVICE DURING YOUR STAY

2. CHECK-IN / OUT TIMES:

Chalets & Mountain Villas : Arrival time: 14:00

Chalets & Mountain Villas : Departure time: 11:00

If a client wishes to check-in or out other than the allocated times, it must be arranged with the Reservation Office. (R500.00 per hour if no other guests arrive on the same day).

Caravan Private Ablutions Stand: Arrival Time: 14:00

- Departure time: 11:00

Caravan Shared Ablutions Stand: Arrival time: 14:00

- Departure time: 11:00

PLEASE NOTE:

* NO MORE PERSONS THAN BEDS – REGARDLESS OF AGE

* Do not move the furniture, bedding or mattresses from the original place.

* On departure, ensure all the cutlery/utensils are in place.

RESORT INFORMATION AND CONDITIONS OF STAY TERMS & CONDITIONS

UNIT DEPOSIT: (CASH ONLY ACCEPTED)

Chalets & Mountain Villas R500 / Caravan Private Ablutions R100

KEYS MUST BE HANDED BEFORE 11H00 AT THE RECEPTION OFFICE ON THE DAY OF DEPARTURE.

Unfortunately, you will be charged if:

- Your key is not handed in before 11h00 on the day of departure.
- The dishes/cutlery were not washed and put in place on departure or moved from one chalet to another.

3. PAYMENT OPTIONS: (See 7 for all payment information)

- EFT payment 48 hours from booking.
- Bank details are on your Booking Confirmation with your Invoice number.

4. CANCELLATION POLICY:

In case of cancellation, please note our cancellation conditions and fees:

For cancellations and date changes received more than 31 days before the due date, 25% of the amount will be forfeited

Between 16 – 30 days, 50% and less than 15 days before the due date, 100% of the total amount forfeited

In fewer days than specified above, 100% of the total amount will be forfeited.

If the total amount is refundable due to death – 10% will be forfeited with proof of death certificate.

Please note that non-arriving guests are charged the total amount of the booking.

Bookings confirmed with payment can only be cancelled in writing. Any refundable amount will

Only be paid back after seven working days.

It is highly recommended that all guests take out comprehensive travel insurance, including medical cover and cancellation and curtailment cover.

5. CLIMATE:

Summer - (October to March). The rainy season, Hot days, warm nights. The temperature is usually 25-35 degrees cent.

Winter (April – September). The dry season, Generally Warm days and cold nights. Temperature usually 10 - 25 degrees cent.

6. GATE TIMES:

Main Camp Gate: 08:00 – 21:00.

7. PAYMENTS:

1. FULL Payment to be made within 48 hours from booking. The system cancels automatically when no Payment reflects on the Reservation / Booking number / Invoice number.
2. R100.00 admin fee charged per unit booked.
3. 50% Deposit is required for the December High Season only if the booking is longer than seven days.
4. For six or fewer days booked during the December High Season, a FULL payment must be made within 48 hours.
5. December bookings that only a 50% deposit was paid, the BALANCE is payable 30 days before stay.
6. Bookings made less than 30 days before arrival the FULL amount to be paid within 24 hours.
7. Bookings will be cancelled automatically by the system if payments were not received with the correct Reference number (Invoice number), the correct amount or on time. (Note that the Reception Staff does not Have control over the cancellations, and no alternative arrangements can be made).
8. Only EFT payments / direct banking are accepted on accommodation.
9. No payments for accommodation will be accepted at the Reception counter except when the booking is made the same day, and there is no other alternative.
10. Proof of payment to be mailed to booking1@mbizi.co.za
11. When paying via EFT with foreign currencies, note that all bank charges are for your account.
12. Ensure that you utilise the Invoice Number as your reference.
13. If payment does not reflect on the bank statement within 48 hours, Mbizi Game Lodge & Spa has the right to release reservations being held automatically.
14. Mbizi Game Lodge & Spa cannot guarantee that the same Stand / Chalet or several units will be Available to a re-instate where bookings have been cancelled due to non-payment of incorrect payments.
15. Wrong payments will not be allocated to the reservation.
16. Mbizi Game Lodge & Spa does not accept any payments for accommodation on arrival.

8. GROUP BOOKINGS:

NO GROUP BOOKINGS ARE ALLOWED.

Each unit must be booked individually. The person who will use the unit is responsible for the full payment.

9. REFUNDS AND TRANSFER POLICY:

1. No refunds or changes for any late arrivals or early departures.
2. No refunds for short notice cancellations (Refer to the cancellation policy on page 2, no 4)
3. No refunds or changes for persons who did not arrive with the group / or on the stand.
4. The person who made the booking (individual and group bookings) is still responsible for all the payments.
5. Changes, cancellations or bank details must be given in writing.

6. These conditions also apply for bookings made AFTER the deadlines given on page 2, no 4

10. TRANSFERS OF MONEY/ BOOKINGS:

No transfer of money or bookings to another date or stand.

It is highly recommended that all guests take out comprehensive travel insurance, including medical cover and cancellation and curtailment cover.

11. RATES APPLY:

1 Caravan, four persons per site & 1 vehicle – however, max of 6 people at extra costs regardless of age. (Babies and pensioners are also counted as a person) Rates may change without prior notice.

Chalet: Rate for one vehicle included and no more persons than beds per chalet. (Babies and pensioners are also counted as a person.) Rates may change without prior notice.

Mountain Villas Rate for two vehicles included and no more persons than beds per Mountain Villa. (Babies and pensioners are also counted as a person). Rates may change without prior notice.

12. CARAVAN:

1. Any Caravan, Trailer with camp facilities, Vehicles with camp facilities, Roof tent vehicles and Tents will be classified as a Caravan. If you camp with, for example, a 4x4 trailer, you need to book a stand per trailer (no "double-ups" will be allowed).
2. All stands are pre-booked.
3. Please report to reception before setting up camp.
4. Management has the right to transfer stands without prior notice.
5. Extra tents only on prior arrangement – ONLY 2- or 3-man tents.
6. Groundsheets - NO SOLID sheets; only open-weaved groundsheets allowed.
7. 15 amp electrical points at caravan sites
8. Blue plugs are also available in the shop

13. Wildskamp: (Only available when Main Camp are Full)

This camp was developed in 2011 and is approximately 200m from the main camp's gate. The ablutions are operated by solar systems and eco friendly.

14. ABLUTIONS:

1. No children under ten years without adult supervision.
2. No children without adult supervision are allowed in the Family Bathrooms.
3. SHARED ABLUTIONS are cleaned regularly; however, to leave the ablution as one would like to find it is Camp Etiquette.
4. PRIVATE ABLUTIONS: Private bathroom stands (to be cleaned by the visitor, however, they will be cleaned by Mbizi Game Lodge & Spa Staff before your arrival). There is no service during ordinary weekends and weekdays – only every third day during the High Season. The Private Ablution will only be serviced when an adult of the stand is Present.

15. WEEKENDS:

1. Cannot be split. The customer pays for Friday and Saturday nights.
2. The same rule applies for Long weekends / Public Holidays / School Holidays where compulsory nights are given.

16. UNIT DEPOSIT:

1. A refundable unit deposit: of R500 (Chalets & Mountain Villas) and R100 (Private Ablution Stand) is payable in CASH and will be refunded on the day of departure before 11:00 if there are no losses or breakages.
2. Please note that no refunds will be given to children under 18.
3. We do not accept cheques or EFTs - only CASH! (No card facilities).

17. CHALETS:

1. Equipped with Cutlery, Crockery and Linen & Towels -
2. NB: NO SERVICE DURING YOUR STAY
3. The Chalet must be evacuated BEFORE 11:00 on the day of departure – remember to hand in your key. Your Unit Deposit will be used if your dishes are not washed on Departure.

18. MOUNTAIN VILLAS:

1. Equipped with Cutlery, Crockery and Linen & Towels + TVs (specific DSTV channels)
2. NB: NO SERVICE DURING YOUR STAY
3. At least a 2x4 vehicle is required for entrance to the Mountain Villas
4. The Mountain Villas must be evacuated BEFORE 11:00 of the day of Departure - remember to hand in your key.

Your Unit Deposit will be used if your dishes are not washed on Departure.

19. VISITORS:

1. Visitors and extra vehicles at extra cost (Max of 6 persons/site).
2. Make prior arrangements at the reception office for your guests, please
3. Visitors of our guests must arrive no later than noon and leave before 18:00.
4. Report at Reception on arrival. – Visitors must be collected from Reception by our guests
5. No visitor's cars will be allowed in the Park. Please use the public area in front of Reception.

20. PETS:

1. NO PETS ALLOWED
2. A fine of R500.00 per animal per day.

21. NO:

Rollerblades, Skateboards, Scooters, Bicycles in front of Shop and Restaurant / at pool area / in ablutions / on Trampolines / Putt-Putt area

22. SILENCE:

1. NO NOISE AFTER 22:00.
2. NO MUSIC ARE ALLOWED IN THE RESORT
3. Only music organised by Management may be played in Public Areas and at the Bar / Cocktail Bar
4. Please feel free to contact the Manager on Duty if you have any problems with noisy campers/guests after 22:00 and before 07:00
5. Contact details are available on your Gate Pass / Reception / Shop area

23. SPEED LIMIT:

1. 20 km/h.
2. Dead slow in camp.
3. CHILDREN HAVE THE RIGHT OF WAY!!
4. NO MOTORCYCLES, BATTERY-POWERED BIKES OR QUAD BIKES ARE ALLOWED

24. GAME VIEWING:

1. Private Game viewing in own vehicles allowed - get your permit at Reception Office
2. PLEASE NOTE: You are allowed to cycle or walk on the farm.

25. FIRES:

1. May only be made in the "braaiers" that are available at stands / Chalet / Mountain Villas
2. Gathering of wood is prohibited. Wood is for sale in the shop.
3. NO BRAAIERS OR BOMAS ALLOWED ON GRASS.

26. SHOP AND OTHER FACILITIES:

1. No children under ten years without Adult supervision are allowed in the shop.

2. Bottle Store in Shop – only available during shop hours
3. DSTV at Take Away Restaurant / Bar Deck
4. Take Away Restaurant / Bar / Cocktail Bar – Open on weekends, Long Weekends and Public School Holidays)
5. ATM available - NO card facilities,
6. No Laundry available, Jungle Gym volleyball (bring your own ball), Putt-Putt, Hiking Trail, Cold Swimming Pools & Heated Indoor Swimming Pool

27. GATE PASS:

1. REPORT AT RECEPTION ON ARRIVAL
2. Your gate pass need to be stamped at the Reception Office to be able to leave the premises.
3. R50.00 Fee will be charged for a LOST Gate Pass.
4. Make sure your Gate Pass is stamped during Office Hours.
5. Unfortunately, we do get guests that do not report on arrival and try to get off the premises later on the day of arrival

Please note that you will NOT be allowed to leave the premises without the Stamped Gate Pass.
It may take time for the staff to get to the Reception Office.

NO STAMP – NO EXIT

RESORT INFORMATION & CONDITIONS OF STAY TERMS & CONDITIONS

28. ANIMALS:

1. Wild animals are dangerous, please don't touch or feed them.
2. Facilities are used at their own risk.

29. MBIZI FLIGHT CLUB:

1. Managed by a qualified pilot. Mbizi Game Lodge & Spa doesn't take responsibility for any injuries, death or damage resulting from utilising the facility.

31. FALSE INFORMATION:

1. Mbizi Game Lodge & Spa will not be held responsible for any incorrect information given by any other Company, Web Sites, Travel Agencies person, etc.
2. No Claims will be considered where clients receive incorrect information from other companies, persons, etc.

32. ELECTRICITY:

The local Bela Bela Municipality provides Mbizi Game Lodge & Spa with electricity.
Mbizi Game Lodge & Spa cannot be held responsible for power failure due to the Municipality's shortcomings.

33. CHILD POLICY:

1. Children of all ages are welcome at Mbizi Game Lodge & Spa.
2. Children have the right of way in the camp.
3. Adults should supervise children under ten years in Ablutions, Family ablutions, Shop & Heated & Cold Pools.
4. All parents are asked to look after their children

34. DRES'S CODE:

1. Be dressed in appropriate clothes.
2. No topless costumes or G-strings allowed.
3. No underwear as swimming wear, and make sure babies/toddlers are dressed.
4. Naked persons will be asked to leave the premises immediately.

**NO HUBBLY BUBBLIES / HOOKAHS / VAPING ARE ALLOWED ON THE RESORT.
FOOD, CIGARETTES AND DRINKS OF ANY KIND ARE PROHIBITED IN THE SWIMMING POOLS.**

EVENTS

The following Terms & Conditions are also valid for Event Weekends:

1. COMPULSORY NIGHTS:

Compulsory nights will be booked during these seasons. The extra cost Events, where applicable, will be added automatically and is mandatory for clients who use the accommodation at the Lodge / Resort, regardless of age.

2. VISITORS: No visitors will be allowed. 3.

REFUNDS / CANCELLATIONS / TRANSFERS:

We will not consider any cancellations, transfers or refunds. It is highly recommended that all guests take out comprehensive travel insurance, including medical cover and cancellation and curtailment cover.

4. Please take note that every person will be added to the confirmation

5. Payments to be made immediately.

THE OWNER CAN NOT BE HELD RESPONSIBLE FOR:

- 1.1 Any loss or damage to the property or possessions of any guest, resident, private owner or visitor, whether such damage was caused by fire, theft or otherwise, or by the negligence or the wrongful act or anyone in the employment of, or acting on behalf of the owner.
- 1.2 Any personal injuries of whatsoever nature, sustained by guest, resident, private owner or visitor, whether such injuries were sustained or by the negligence or wrongful act of anyone employed by the owner or any other person or the impaired functioning of any apparatus or appliance of the owner.
2. Any person who received these rules and regulations (Important Info) with the booking confirmation and signed the lodge register and who is accompanied or visited by any other person, or who is to be attended to or seen later by any other person safeguard the owner against any responsibility towards any persons in the instances explained in the conditions in paragraph 1(1.1) and (1.2) above. You enter the resort at your own risk, and Mbizi Game Lodge & Spa will not be held liable for any loss/damages/death/sickness sustained.

3. YOUR ATTENTION IS INVITED TO:

1. The provisions of section 84 of Act 87 of 1977, a copy of which is exhibited.
2. The fact that accommodation in the hotel/lodge/park is provided on a cash basis only, and the guests, visitors, or residents must pay their accounts in full before arrival

NO FIREARMS OR BOWS ALLOWED ON THE RESORT.

NO PERSONS ALLOWED TO DRIVE ON THE PREMISES WITHOUT A VALID DRIVERS LICENSE.

NO VISITORS ALLOWED AFTER 12H00

NO SMOKING IN CHARLETS / MOUNTAIN VILLAS OR PUBLIC AREAS

NO INTOXICATED DRIVERS ON THE RESORT

NO UNDER 18'S ALLOWED IN COCKTAIL BAR

RIGHT OF ADMISSION RESERVED