

Terms and conditions

CHILD POLICY!

No children under the age of 6 years are allowed at Esiweni Lodge unless the entire lodge is reserved exclusively. !

Children under the age of 10 sharing with adults may be accommodated in a Esiweni suites.!

Esiweni can put only one extra bed per suite. !

All children under the age of sixteen must be accompanied by a responsible adult during game drives and bush walks.

SALIENT TERMS AND CONDITIONS!

Rates are quoted in South African Rands, inclusive of taxes and levies and are commissionable to registered travel trade companies as per the rate schedules or as

communicated in writing.!

Under no circumstances shall Esiweni Lodge be held responsible for any losses or damages suffered by any Client as a result of the failure by any of its own clients/customers to perform his/her obligations to the Client, nor shall Esiweni Lodge be obliged to refund to the client, any payments or pre-payments in the event of the Client's failure to collect fees or other payments from any of its clients/customers.!

Check-in time is from 12:00, and check-out time is 11:00. Earlier check-in times or late check out , if requested, will be considered subject to the availability of rooms. An additional charge of R1500 per person will be charged if arrival at the gate before 11am or if departure from the lodge after 12pm .

All guests will be required to settle their accounts for extras, telephone calls, spa treatment, etc. on departure. This can be done by credit card, traveller's cheques or local/ foreign currency notes.!

A final rooming list must be provided 14 days prior to arrival.

DEPOSITS & SETTLEMENT!

A deposit of 50% of the value of the accommodation is required as confirmation for an individual (FIT) reservation. Full prepayment will be due 30 days prior to arrival. Esiweni

Lodge reserves the right to sell accommodation held as a provisional reservation without a deposit, to a cash purchaser.

NB: Esiweni Lodge accepts no responsibility whatsoever for either the speed or reliability of mail services. Should payment not be received for whatever reason, Esiweni Lodge reserves the right to fully enforce all payment terms and conditions.!

Credit Cards

All credit card payments require a signed letter/fax of authorisation from the card holder to debit the stated amount from the said card. Valid cards are American Express, Visa, MasterCard and Diners. This also applies to payment for extras at Esiweni Lodge if not done by the card holder personally.

CANCELLATIONS!

Esiweni Lodge reserves the right to charge the following cancellation fees should a confirmed reservation be cancelled within the following period:

25% if cancelled 61 – 120 days prior to date of arrival

50% if cancelled 31– 60 days prior to date of arrival

100% if cancelled 1 – 30 days prior to date of arrival

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Cancellation fees are calculated on the nett rate per person. Please ensure that your clients are covered by a travel insurance policy to offset unforeseen cancellation. All

reservation cancellations or amendments are valid only if advised in writing by facsimile, e-mail or letter.

In case of Covid related cancellation of the following reason

- 1- Entry or Travel Ban
- 2- Quarantine upon arrival in South Africa
- 3- No airlines operating

We will offer a credit note for the next stay .

Any other reason (including COVID test positive) has full cancel fees .

Travel Insurance - We highly recommend that all visitors are covered by a comprehensive travel insurance policy to protect them in the event of unforeseen cancellation. Such insurance should also cover emergency medical care requirements, evacuation and quarantine .

All amounts reimbursed will be deducted from any bank charges