

TERMS & CONDITIONS

PAYMENT POLICY

A confirmed booking at Maloba Private Game Reserve comprises the following terms and conditions:

PAYMENTS:

- Full payment is required 45 days prior to arrival.
- Reservations made less than 45 days prior to arrival require full payment within 48 hours.

ADDITIONAL PAYMENT CONDITIONS:

- All bank charges are to be covered by the guest, agent, or operator. If a refund is paid by Maloba Private Game Reserve, bank charges for the refund will be deducted from the refunded amount.
- Incorrect quotes or charges to the guest will be covered by the booking agent or operator.
- Provisional bookings will be held for a maximum of **14 days** unless an extension is requested in writing and approved.

PAYMENT AND CANCELLATION POLICY

Individual bookings (1–5 guests, outside peak season):

- No deposit at the time of booking.
- Full payment 45 days prior to arrival.
- Free cancellation if more than 46 days prior to arrival.
- 100% cancellation fee for cancellations 45 days or less / no-shows.

Group bookings (6 or more guests, outside peak season):

- 50% deposit at the time of booking
- Deposit Refundable until 61 days prior
- Balance due 60 days prior to arrival
- 100% cancellation fee for cancellations 60 days or less / no-shows.

Peak season (15 December – 7 January):

- Non-refundable 50% deposit at the time of booking
- Balance due 60 days prior to arrival.
- 100% cancellation fee for cancellations 60 days or less / no-shows.

GENERAL TERMS

- This document serves as a binding contract. Upon receipt, you are legally bound to the terms and conditions stated herein.
- The laws of the Republic of South Africa shall govern this contract in all respects.
- Rates are quoted in South African Rand (ZAR) and are inclusive of 15% VAT.
- Maloba Private Game Reserve reserves the right to amend quoted tariffs should there be any change in VAT rates, levies, taxes, or in the event of the devaluation of the South African Rand.
- Rack Rates provided are for guideline and comparison purposes only and are subject to change without prior notice.
- Guests should ensure they have comprehensive travel insurance covering medical emergencies and property loss.