



Important Information

Payment Policy

A 25% non-refundable deposit is due within 48 hours of enquiry in order to secure any booking. The full amount is due at least 14 days prior to arrival.

Arrival and Departure Times

Check-in: 14:00 to 18:00

Check-out: 11:00

The security boom gate located between the Mabalingwe main gate and Itaga Lodge is locked at 19:00 each night for security reasons. Please notify Management in the event of any delayed arrivals in order to make special arrangements for you to gain access.

The last order for dinner will be taken at 17:00.

Guests who wish to arrive earlier or check-out later than the times stipulated above will be charged R300 per person for use of the lodge facilities unless booked on a supplement superior room rate.

No Show Policy

Rooms will automatically be released if guests have not checked in by 18:00, unless prior arrangements have been made for a late check-in.

Bar

The Lodge is fully licenced and therefore guests are not to bring liquor onto the premises without prior agreement. Guests arriving with their own alcohol / beverages will be charged a corkage fee. Please note that the lodge accepts major credit cards (Visa / MasterCard / American Express & Diners) for the payment of all extras including bar accounts.

Dress Code

Whilst the general dress code at the lodge is casual, gentlemen are kindly requested to wear long pants for the evening dinner in the main lounge / dining area.

Child Policy

Regrettably the lodge does not have facilities to accommodate children under the age of 10 years.

Cancellation Policy

Cancellations must be submitted in writing and will forfeit the deposit paid.

Cancellations received 2 to 4 weeks prior to arrival shall forfeit 75% of total amount due.

Cancellations received within 2 weeks of arrival shall forfeit 100% of total amount due.

Acceptance of this Offer

I, _____ (print name) confirm that I fully understand the basis of this offer, which is hereby accepted by my signature below.

Signed: _____

Date: _____