



MAKONGO HILLS

TERMS AND CONDITIONS

1. Rates

Makongo Hills Lodge reserves the right to amend any advertised rates without any prior consent or notice. All published rates are quoted per adult or child per night inclusive of Value Added Tax (VAT) in South African Rands

- **Rates Include:** Accommodation, all meals (*dinner, breakfast & lunch*), and two game drives daily
- **Rates Exclude:** Soft drinks, alcohol; Makongo Hills Conservation levies at R130.00 per person per night, which goes toward funding our anti-poaching unit, reserve maintenance, animal welfare and future conservation efforts; Gratuities; Medical Travel Insurance

2. Deposits

In order to confirm a booking, we require a 50% deposit within 10 days of a reservation confirmation. Makongo Hills reserves the right to cancel the reservation should we not receive the deposit within 10 days. Balance of payment to be made before stay. T&C apply.

3. Payments can be made using any of the following methods:

- Payments via Paybridge
To make international and local payments as simple and secure as possible, Makongo Hills uses the Paybridge payment platform. Paybridge is a secure payment solution that enables guests to make payments in their preferred currency using a range of accepted payment methods. Once your booking has been confirmed, you may receive a secure payment link or payment instructions through the Paybridge platform. Payments processed through Paybridge are securely transferred to Makongo Hills in South African Rand (ZAR)
- EFT; Cash
Our rates are quoted and payable in ZAR (South African Rands). Deposits are done via direct transfers into our bank account – this is our preferred method of collections.
Bank account details:
Account name: Ven-Africa Ranches
Bank Name: Standard Bank
Account No: 11930756
Branch Code: 051001

Please email the deposit slip with the name as reference to office@makongohills.com

4. Cancellation policy

30 – 22 days before date of arrival, full refund

21 - 15 days before arrival, 50% cancellation fee

14 - 8 days before arrival, 75% cancellation fee

7 - 0 days before arrival, 100% cancellation fee

All cancellations must be done in writing and emailed through to office@makongohills.com



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5. Child policy

Children 0 – 3 years free of charge
Children 4 – 11 years 50% of the adult rate
Children 12 years and above, full adult rate

- Children under 6 are not allowed on game drives unless a private vehicle is booked at an additional cost, quoted on request, and subject to availability.
- No children under the age of 3 are allowed on game drives, for safety reasons, even if private vehicle is booked
- No children allowed onto the pool deck without supervision. The swimming pool has no net cover.

6. Bookings

Bookings that will not be accepted: same-day bookings; 1 night – 1 person bookings

7. Arrival/Departures

Check in time: 14h00 – 17h30 and **Check out** time: 10h00 please

No vehicle to enter property later than 17:30 PM. It is the guest's responsibility to ensure they are on time. If need be, alternative arrangements can be made with Lodge manager – 071 0676276

8. Travel Insurance

Travel Insurance is advised, covering for personal effects, personal accident, medical and emergency travel expenses.

9. Road Transfers

To drive to the lodge, you require a vehicle with relatively high clearance; 4x4 not necessary unless during rainy season (*traditionally October to March*)

We can arrange parking at a neighbouring lodge and transfers to Makongo Hills Lodge, at a fee.

10. Dietary Requirements

Meals are served from a set menu, so please inform the lodge, at least 1 week prior to arrival, if guests have any dietary restrictions or preferences so we are able to ensure we can accommodate them.

11. Extra Activities

- Private Game Drives @ R1200.00 per drive
- Youngster Game Drive (1hr) @ R800.00 per drive – this can be arranged/booked with Makongo Hills office in advance subject to availability and subject to further conditions as per Child Policy point 2b
- Bush breakfast @ R300 per a person
- Transfers from Reserve Front Gate @ R580.00 per trip

12. Further information:

- You need to please bring your own soft drinks and alcohol
- Please follow Makongo Hills written directions to the Lodge as the Google Maps location takes you to the incorrect gate
- All reserves you drive through are Big 5 reserves, be cautious and do not get out of the vehicle