

Mananga Terms & Conditions:

These rules apply when you book and stay with Mananga Private Bush Retreat. Booking accommodation is a contract, unless special arrangements have been agreed to, the following guidelines will apply in accordance with international practice.

A reservation is regarded as binding once it has been confirmed. Confirmation can be given orally or in writing, for example by e-mail. You and Mananga Private Bush Retreat are then regarded as having agreed a contract. For information on cancellations, please see the section headed "Cancellations". When making a reservation please quote your name, nationality, address, arrival and departure date, amount of adults and children in your party, any extras you might require or instance safaris or activities to be booked or any special dietary requirements (Safari-package only) and last but not least, your arrival time.

Limitation of responsibility:

Mananga Private Bush Retreat is responsible for the letting of accommodations. If the host should for any reason be unable to let the booked accommodation, Mananga Private Bush Retreat has the right to book another equivalent accommodation with another host or offer repayment of the booking fee. Mananga Private Bush Retreat will inform the guest about such a situation and the necessary booking alteration. The guest is not entitled to damages or compensation beside what has been stated here. Mananga Private Bush Retreat bears no responsibility for conditions or events that lie Mananga Private Bush Retreat's control.

Guests and their visitors enter and use these premises at their own risk. Neither the owners nor their representatives or agents are liable for loss or damage to guests or visitors property, nor for the injury or death of any guests or visitors, whether or not such loss, damage, injury or death is as a result of the negligence of the owners and/or their representatives.

Booking Includes:

The accommodation is at Mananga Private Bush Retreat. The accommodation is available from **15h00 (arrival day) to 10h00 (departure day)** unless a special arrangement has been made with the host. The accommodation will be cleaned daily. If the guest stays longer than 4 days, the sheets will be changed by the 2nd day and towels daily.

Guests may make use of Protea Hotel Kruger Gate Restaurant, Bar, Kiosk & Spa (600 meters from Mananga). A mobile spa can be arranged at Mananga at an additional transport cost of R 350.00 above the total cost of all treatments booked at the Spa.

Deposit Fee:

Deposit of **50%** will be charged to secure the reservation; the other **50%** will be due **30 days prior to arrival** for future bookings.

A **100%** deposit will be charged for reservations that are **made less than 30 days prior to arrival**.

If you cancel your reservation outside the cancellation time limit Mananga Private Bush Retreat is entitled to retain the deposit fee.

Payments:

NO Settlement Cash Payments at arrival or Cheques Accepted. Only Credit card or EFT payments are accepted via our Agent Hazyview Holidays 30 days prior to your arrival. No payments will be done at Mananga Private Bush Retreat.

Confirmation:

When Mananga Private Bush Retreat has received the guest's payment of the deposit fee, we send you via email all information about your reservation (name, address, "how to find your host". We recommend that the guest confirm directly with the host about arrival times 24 hours prior arrival.

Late Arrivals:

Guests are expected to arrive no later than **19h00 on the check-in date**. Should guests plan to arrive later than 19h00, the guest must contact the host, Josie Knight +27(0)829269326 in advance to arrange for the keys to be left in the security box at the front door. Self check-in will then be required. Arrival later than 20h00 may be regarded as a "NO SHOW" which will then be regarded as a 100% non-refundable cancellation fee.

Indefinite Stays:

If you are staying for an indefinite period and extend your stay by a day at a time, you should notify your departure no later than 19h00 on the previous evening, otherwise you will be charged for an extra night's stay. If Mananga Private Bush Retreat or host can no longer make the accommodation available to you, it should notify you by no later than 19h00 on the previous evening.

Terms of Cancellation and "No-Shows:

DEPOSIT & PAYMENT POLICY:

- A **50%** deposit will secure the guests reservation.
- If the deposit of **50%** is not received **within 48 hours** of confirming the reservation request **the booking will automatically be cancelled.**
- **30 Days** prior to arrival of the guests, the establishment must receive **full payment for the reservation held.** No payments will be accepted at the establishment.
- Failure to comply timeously with the terms of deposit payments will result in the bookings being automatically cancelled.
- **1 & 2 NIGHTS STAY, LONG WEEKENDS AND PUBLIC HOLIDAYS A NON-REFUNDABLE FULL PAYMENT 100% DEPOSIT IS REQUIRED TO SECUREYOURBOOKING.**

PAYMENT DETAILS:

- We reserve the right to request a deposit or pre-payment for the reservation held.
- All payments must be made in South African Rends directly into the Establishments Bank Account or a Credit Card Payment can be done via Paybridge. (Secure Credit Card Facility)

CANCELLATION POLICY:

- All cancellations must be given in writing directly to the establishment.
- Cancellations made: **30 Days** prior to arrival, **30%** of the value of the room/s booked will be charged as a cancellation fee as well as a **15%** administration fee.
- On receipt of a written instruction to cancel the reservation, including bank details, the establishment will refund the applicable amount. **The establishment levies a 15% administration fee on any refunds processed**
- Cancellations made: **14 - 7 Days** prior to arrival, **45%** of the value of the room/s booked will be charged as a cancellation fee as well as a **15%** administration fee.
- **7- 2 Days** prior to arrival, **65%** of the value of the room/s booked will be charged as a cancellation fee as well as a **15%** administration fee.
- **24 Hours** prior to arrival, **100%** of the value of the room/s will be charged as a cancellation fee as well as a **15%** administration fee.
- **No-shows** or late arrivals (after 19h00), **100%** of the value of the room/s will be charged as a cancellation fee as well as a **15%** administration fee.
- **ON ARRIVAL. NO PAYMENTS IS ACCEPTED AT THE ESTABLISHMENT**

Departure before Agreed Date:

If you have booked for a given period but depart early you are liable to the same charge as for a late cancellation, i.e. you pay for an extra night's stay in addition to the normal charge for your stay.

Standards:

Mananga Private Bush Retreat has inspected all accommodations and intermediate and found them to be of a good normal standard with normal equipment.

Our Dedication:

We will do all we can to make your stay as enjoyable as possible. But what is good can always become better. If you have any comments or good advice, by all means send them to Mananga Private Bush Retreat via email to <mailto:knightjosie@yahoo.com>

Right to Retain Luggage:

The host has the legal right to retain a guest's luggage as security against payment. In certain circumstances, defined by special rules, the host has the right to sell the luggage.

Penalty Interest:

If you delay your payment, the host is entitled to claim penalty interest on the payment.

Smoking & Pets:

Mananga Private Bush Retreat is a non-smoking establishment. Smoking is under no circumstances permitted in the unit. Guests are only allowed to smoke outdoors or on the patio. The hosts is entitled to debit guests for the cost of cleaning fabrics, furnishings etc. if the no-smoking rule is infringed. At Mananga Private Bush Retreat no pets are permitted on the property as it is a Wildlife Estate. All doors and windows should be closed properly at all times to avoid and scavenging from baboons or other wild animals. Walking or hiking around in the estate is not permitted as it is a wildlife estate and the wild animals roam freely.

Meals:

Mananga Private Bush Retreat is a Self-catering facility. However, guests may make use of the Restaurant, Bar & Kiosk at the Protea Hotel Kruger Gate. Please ensure to arrange own transportation to and from the restaurant as walking is not permitted on the wildlife estate even though it is only a few metres from Mananga as the wild animals roam freely on the property.

With the Safari packaged deals meals can be included, except for lunches & beverages they will be for your own account. Special dietary requirements should be specified.

Complaints:

If you have complaints, it is very important you make them on site and at an early stage to your host. Complaints after completed stay will not be accepted or compensated.

Mutual Respect & Security:

The guest is responsible for treating the host with respect, showing reasonable care and courtesy in and about the host, as well as for following the host's rules of conduct and security. The security gate at Protea Hotel Kruger Gate was a measure put into place to ensure our guests safety and all guests. **Guests will be informed of the maintenance and housekeeping team that will have access to the property.**

ESTABLISHMENT DISCLAIMER:

Guests and their visitors enter and use these premises at their own risk. Neither the owners nor their representatives or agents are liable for loss or damage to guests or visitors property, nor for the injury or death of any guests or visitors, whether or not such loss, damage, injury or death is as a result of the negligence of the owners and/or their representatives.

NB! Clients must phone the owner Ms. Josie Knight at least an hour prior to their arrival for check-in purposes. Contact details: +27(0)82 926 9326

The meeting point will be at Mananga Private Bush Retreat.