

GENERAL RESERVATION POLICIES

INDIVIDUAL TRAVELLERS

GENERAL BOOKING TERMS AND CONDITIONS:

- All written bookings, amendments and cancellations will be valid once we confirm in writing.
- Provisional bookings will be held for 14 days and will be automatically released where no written confirmation or cancellation is received. Higher demand periods and room shortages could incur shortened provisional booking periods. Please request an extension rather than confirming only to cancel again.
- Provisional bookings made within 31 days of travel will be held for a period of 24 hours and will be automatically released where no written confirmation or cancellation is received.
- Once a provisional booking is moved to confirmed status, a cancellation/administration fee of 15% will be charged if the booking is cancelled. Our normal cancellation policies will apply within 60 days of travel.
- Note re Nightsbridge: Any Nightsbridge bookings are only valid for direct bookings and not for trade bookings.

CANCELLATION POLICY FOR INDIVIDUAL TRAVELLERS:

0 - 30 days prior to arrival 100%

31 - 45 days prior to arrival 50%

46 - 60 days prior to arrival 25%

61 days and more prior to arrival 15% non-refundable administration fee

PLEASE NOTE: Whilst any booking is held in a provisional status and we receive another confirmed FIT booking request, we will inform you in writing that your provisional booking requires written confirmation within 3 working days (72 hours) or we will release the requested amount of rooms. Should we not receive a response within 3 working days (72 hours) the requested number of rooms will be released and you will be notified in writing thereafter

BLOCK / GROUP BOOKINGS

GENERAL BOOKING TERMS AND CONDITIONS:

- Bookings of more than 3 rooms (including guide room) will be viewed as a group booking.
- Should the lodge receive a confirmed booking the lodge will notify the relevant block / groupbooking company and the company will have 48 hours to either confirm the room at our block / group booking cancellation policy or release the room back to us for sale.
- Block / group bookings must be confirmed with a rooming list, stating guests' full names, at the latest 90 days before the travel date, at which time the 25% non-refundable administration deposit is due.
- A group booking is only guaranteed once a 25% non-refundable administration deposit has been paid. We will endeavour to hold the rooms for you as long as possible but, only a deposit guarantees the booking.
- Any room/s not confirmed and paid for (deposit) 90 days before travel will be automatically released and can be booked subject to availability at a later stage on a first come first serve basis.

PLEASE NOTE: Should we be holding an unconfirmed group booking for you, and we have a confirmed booking for the space, you will have 48 hours in which to confirm the block booking by paying a 25% non-refundable administration fee – failing which the rooms will be sold to the confirmed request

GROUP BOOKING CANCELLATION POLICY:

- If a group booking or part thereof is cancelled more than 90 days prior to arrival, such a cancellation will be acknowledged and confirmed.
- If a group booking or part thereof is cancelled between 61 – 90 days prior to arrival, a 25% cancellation administration fee on the entire booking will be levied.
- If a group booking or part thereof is cancelled between 31 – 60 days prior to arrival, a 50% cancellation administration fee on the entire booking will be levied.
- If a group booking or part thereof is cancelled within 30 days of date of arrival, a 100% cancellation fee will be levied as a 30-day release period (or less) makes it quite impossible to fill our beds, resulting in losses.

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0 – 30 days prior to arrival 100%

31 - 60 days prior to arrival 50%

61 - 90 days prior to arrival 25% **PAYMENT CONDITIONS**

- Payment of the full accommodation account is required 30 days prior to arrival.

Our banking details:

Lodge & Guest Farm Reservations
First National Bank, Branch Code : 281 972
Account No: 555 000 84195

PLEASE NOTE: All rates are subject to change without prior notice due to reasons not limited to currency fluctuation, increase in fuel prices, conservancy fee, increase in government taxes and levies and/or unforeseen economic circumstances.

CAMPING GUESTS

To ensure the comfort and privacy of all our guests, please note the following:

Lodge Facilities

At Kalahari Bush Breaks, we value the intimate, personal atmosphere of our lodge – it's what makes the experience special for our overnight guests. For this reason, the lodge facilities, including the pool and lounge areas, are reserved exclusively for those staying in the lodge.

Meals at the Lodge

If the lodge has capacity, we'd be delighted to welcome campers for a meal. You can join us for breakfast, lunch, or dinner – simply let us know in advance so we can prepare and check availability:

Breakfast: please book by 5:00 PM the evening before

Lunch or Dinner: please book at least three hours in advance

We love sharing our table, and meals are a wonderful way to experience the heart of Kalahari Bush Breaks.

Meal Bookings

If you'd like to join us for breakfast, lunch, or dinner at the lodge, please book in advance through WhatsApp:

Breakfast: Book by 5 PM the evening before.

Lunch: Served at 1 PM; bookings must be made at least three hours in advance.

Dinner: Served at 7 PM; bookings must be made at least three hours in advance.

Meal availability depends on lodge occupancy. If the lodge is fully booked, we may not be able to accommodate meal requests from camping guests.

If you would like to visit the lodge, please note:

Visits are only possible when the lodge is not fully booked and remain at our discretion. All visits must be arranged in advance via WhatsApp, or confirmed with the security officer. Please avoid arriving at the lodge without prior communication or confirmation, as no arrangements may be possible.

