

STO RATES AGREEMENT

08 JANUARY 2027 – 07 JANUARY 2028

Between Serondella 2019 PTY Ltd (referred to as Serondella)



COMPANY	
PHYSICAL ADDRESS	
POSTAL ADDRESS	
TELEPHONE	
EMAIL	

GENERAL TERMS & CONDITIONS

- All terms and conditions, general or special, shall be interpreted and take affect according to the laws of South Africa. The Courts of South Africa shall have sole jurisdiction in respect of any claims, which may arise between the Client and Serondella Lodge
- Payments to Serondella Lodge shall be at the rates specified in South African Rand as per the rate schedule.
- Serondella Lodge shall not be held responsible for any damage to or loss of any property whether belonging to the client or any of the guests, nor shall Serondella Lodge be responsible for any injury which may be sustained by any guests or by any directors or agents of the client, whether such damage or personal injury caused by Serondella Lodge or its employees or otherwise.
- The client hereby indemnifies Serondella Lodge and all its directors and agents against any claim of whatsoever nature that may be made against Serondella Lodge by any of the guests or any of the directors or agents of the client in respect of such personal injury, loss, or damage.

RESERVATIONS PROCEDURES

- All reservation requests must be sent to Serondella Lodge reservations representative by email.
- No Reservation will be held or confirmed, without a written email request.
- All confirmed or provisional reservations will only be valid if received from our reservations department.
- Contact details for reservations is Monday – Friday 9am – 5pm.
 - Email: reservations@serondella.co.za
 - Tel: +27 82 490 2951 in the case of an emergency

CONFIRMATION OF RESERVATION

- On receipt of a reservation request, a quote will be issued to the client for acceptance. Once accepted, in writing by the client, reservations will hold the booking provisionally for a period of 14 (fourteen) days and an invoice will be issued.
- Reservations will send a guest information form to be completed for the client.
- The client has 14 (fourteen) days to settle the 20% (twenty percent) deposit.
- The remaining 80% (eighty percent) must be settled in full 30 days prior to arrival.
- Arrivals less than 30 days in advance would require full payment on confirmation.
- Early arrivals are subject to availability on the day of check-in and is not guaranteed. In order to have a guaranteed early arrival a full room rate will have to be booked.
- Payment of the deposit as referred above and/or credit application shall constitute acceptance of these Terms and Conditions.

PAYMENT TERMS AND CONDITIONS

Banking Details:

Serondella Lodge

Account number: 936 517 6602

Savings account

SWIFT CODE: ABSAZAJJ

S E R O N D E L L A

INFO@SERONDELLA.CO.ZA WWW.SERONDELLA.CO.ZA

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- Rates are quoted in South African Rands (ZAR) and include 15% VAT.
- Any foreign payments must be done in South African Rand (ZAR) and all bank charges is for the account of the client. In the event that Serondella Lodge is charged for any foreign exchange commissions, the client will invoice the client for such amounts.
- Serondella Lodge reserves the right to cancel any guaranteed booking and/or provisional booking that does not comply with the company's payment terms and conditions.

Guests Extras

- All extras for any clients and guests must be settled in full before departure.

CANCELLATION PENALTIES

The following cancellation fees will apply to cancellation of travel 59 days to date of travel:

- for cancellations made 59 days to 30 days prior to travel date; 20% cancellation fee will be applied.
- for cancellations made 29 days to 0 days prior to travel date; 100% cancellation fee will be applied.
- If a booking is made within 30 days of travel, full payment will be required to secure the booking.

CHILDRENS POLICY

- Children of all ages are welcome at Serondella and best accommodated in our family suites.
- Children are charged as follows:
 - 0 – 5 years are accommodated free of charge;
 - 2 Children (6 – 11 years) are accommodated at 50% of the adult sharing rate in the family suites;
 - In the event that only 1 Child (6-11 years) share with two Adults in a family suite, the adult sharing rate will apply;
 - In the event that 2 children under the age of 05 years are accommodated in a family suite, the 50% child rate will apply.
- Children under 12 must share with adults.
- From the age of 6, children are allowed on the daily game drives during standard game drive times, at Management's discretion.
- From the age of 16, children are allowed on bushveld walks, at management's discretion.
- For families with children under the age of 6, Serondella can book a private vehicle. The cost for 2027 is R10 000 per day for the vehicle, including a FGASA accredited guide and tracker. A day hire covers an afternoon drive and the morning drive the next day and has to be booked for the duration of the stay.
- A special children's program is available for younger guests at certain times of the day. This is not a full day activity.
- Babysitting services are available at night at a cost of R200 per hour per room. Maximum 2 Children.

WILDLIFE POLICY

- All game drives will be in accordance with the Lodge safety policies and procedures. The assigned guide shall use his exclusive discretion when deciding which sightings are appropriate for viewing.
- The Lodge is located within the Thorny Bush game reserve that allows open access to wildlife. All wildlife constituted a potential danger to any and all persons who enter the reserve whether walking, travelling in a vehicle or being accompanied by a guide, whether to proximity of the lodge or in the lodge itself, the guest must remain vigilant and strictly adhere to the rules as set out by any Guide and Lodge Management at all times.
- Room escorts will be provided at night for guests to their rooms.
- Guests shall ensure that all doors and windows are securely closed when not in their rooms and vigilant when in their rooms.
- The animals at the reserve are wild and dangerous; in particular; lion, cheetah, wild dog, rhino, elephants, buffalo, crocodile, and hippo are dangerous and unpredictable and under no circumstances should ANY animals be approached, fed, frightened, teased or disturbed.

TRAVEL INSURANCE

Travel Insurance is compulsory, covering for personal effects, personal accident, medical and emergency travel expenses, as well as cancellation and curtailment – as the reservation will be subject to cancellation penalties as detailed above.

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HEALTH

- Serondella is situated in a malaria area; therefore, all guests must consult their medical practitioner regarding anti-malaria requirements prior to travel.
- Serondella is contracted with medical response unit Africa Safe-T and has 24-hour access to a paramedic within the Thornybush Reserve.
- In order to comply with international insurance requirements, all airline tickets must clearly show the passenger's title, name, and surname (as indicated in their passport). It applies to schedule and charter flights. We would be grateful if you could provide us with the correct information at time of making your reservation.
- Serondella provides a service in booking internal flights for our Guests but acts as an intermediary in this regard. Serondella will not be held responsible should any airline discontinue flights or change a scheduled timetable which may result in a missed connection.
- The airfare and airport tax quote are current and are subject to change without prior warning should the airline impose an increase for any reason. Fares and taxes may increase between time of making a reservation, time of payment and time of the ticket being issued.
- Serondella cannot be held responsible should airlines discontinue flights or change scheduled timetable resulting in missed connection.

VISAS & PASSPORTS

- Visa requirements to be checked before departure. All visitors to South Africa are required by law to have a minimum of two blank pages in their passport to enable the entry visa to be issued. If there is insufficient space in the passport, entry will be denied.
- The Department of Home Affairs in South Africa requires all passengers under the age of 18 to have specific documentation prior to travel.

PRIVATE VEHICLES

We have a limited number of private safari vehicles that can be booked by guests in advance at an additional cost (subject to availability). Private vehicles must be booked for a guest's entire stay. For all private guides (regardless of accommodation type booked) wishing to accompany their guests on safari activities a private safari vehicle must be pre-booked (subject to availability) and will be charged for at the applicable daily rate.

IN THE EVENT OF THE IMPOSSIBILITY OF PERFORMANCE

In the event that either party cannot perform its obligations in terms of this agreement due to any reason out of its control, including but not limited to; force majeure, acts of God, travel bans, and restrictions imposed by a competent authority or the government of the Republic of South Africa, both parties will be excused from any obligation in terms of this agreement in respect of only the affected reservation/s.

I confirm that I am duly authorised to enter into this agreement, have read and understood the terms and conditions above and regard myself bound by them.

Commission Structure: _____

Representatives Full Names: _____

Designation: _____

Signature: _____