

TERMS AND CONDITIONS

Booking Terms and conditions

Rates include Bed and Breakfast only. No dinner/restaurant at the lodge.

Additional charge of R500 for a baby cot or bed for small children in the room of the parents.

No triple adult.

Check-in time is between 2 – 7pm only.

A late check-in fee of R500 applies while check-in is between 7-9pm. Strictly no check-in after 9 pm.

Deposit policy:

- Deposit within one week of reservation up to 30 days in advance – 50% Deposit
- Deposit 30 days of arrival – 100% Deposit

Cancellation policy:

- Cancellation up to 30 days in advance – 50% refund.
- Cancellation within 30 days of arrival – no refund.
- Cancellation fee of R150 applies to every cancellation.
- No show – 100% cancellation fee is applicable.

Change of dates:

Arrival dates can be postponed once after consultation with the management. Subject to availability and only in the current financial year.

Secure parking is available for all Cottages.

Complimentary fibre internet.

No pets allowed in the estate.

Bushbaby River Lodge is located in a low-risk malaria area. we suggest all our guests contact their local health care practitioner for advise before traveling.

Please note, we are not a self-catering unit. Self-catering is not allowed, you can not broing your own drinks and food. We do allow take away food. Plates and cutlery are not available for take away meals.

We offer breakfast and snack lunch. For dinner we are happy to recommend restaurants in town. Our honesty bar and minibar in the room is for your service 24hrs.

Please understand that our Lodge is situated in the Hoedspruit Wildlife Estate, were nature, peace and tranquility are paramount. Please understand that our estate has some strict rules:

- Adhere to the maximum speed of 40km/h on tar roads and maximum 20km/h on gravel roads in the green belt
- Animals always have right of way
- Do not litter!
- Please respect the privacy of other guests and neighbors and their desire for tranquility
- No music or loud noises, silence after 9pm
- No uninvited guests/friends are allowed on the estate and our lodge, no day visitors
- Security is strictly monitored through a security gate with 24-hour access control

Indemnity form:

- Upon signing all guests accept the conditions of residence and personal liability for any costs arising from their stay.
- All guests confirm they have been made aware of all risks evolving their stay and accept the terms of this indemnity.
- All guests understand and accept that they may be exposed to a variety of risks and dangers at the lodge.
- Due to health & safety reasons and Risk assessment it is not permitted to light open fire in the lodge. Open fire may only be in the boma area, only after consulting with the management for rental (strictly no open fire at high fire danger and wind). Eating is not permitted in the room or at the pool. No glassware at the pool. We arranged plastic cups at the honesty bar for the pool area.
- Close the door to your Cottage always, to prevent animals like monkeys, snakes or scorpions to enter the Cottage.
- All guests are aware to use the in-room-safe for all valuables. The lodge cannot be responsible nor held liable for any damage or loss.
- All guests agree to always obey any warning notices and instructions given by Bushbaby River Lodge and the Hoedspruit Wildlife Estate.
- All guests will read the guest directory which include the house rules and familiarize themselves with emergency procedures.
- All guests understand and accept that Bushbaby River Lodge cannot be held responsible or held liable for any injury or death of any person or the loss or destruction of or damage to any of their belongings resulting from the stay at the lodge or from taking part in any organised tour, safari or mountain bike ride sold by the lodge to the guest.
- All guests are informed and aware of the Estate rules and agree to always obey to this rules & regulations.
- The Cottage accommodates 2 adults. Guests ensure that the party size will not be exceeded unless discussed with management.
- Visitor on premises are not allowed without discussed with the management.
- Check-in time is between 2pm – 7pm. Late check-in fee between 7pm until 9pm is R500, payable latest upon check-out. Strictly no check-in can be processed after 9pm, even if the online check-in form is filled.

Indemnity Against Injuries Inflicted by Wildlife on the Hoedspruit Wildlife Estate (“HWE”)

The Estate is home to a variety of wild animals, including many that are potentially harmful to people. These animals live in close proximity to people and many have lost their natural fear of humans, and with the large number of people who live on this estate, this leads to frequent close encounters with wildlife and a high risk of wildlife injuring or even killing someone.

The most dangerous wildlife that occur on the estate are:

- Leopard, which occasionally attack people leading to severe injury or death. A leopard that feels threatened or cornered will attack without warning, with speed and ferocity. Leopard have also been known to hunt and kill both children and adults.
- Spotted hyena, which occasionally attack people, leading to severe injury and sometimes death.
- Large herbivores, of which the giraffe is the most dangerous. Giraffe have occasionally attacked people on foot, resulting in severe injuries and sometimes death. Smaller antelope, such as duiker and nyala, as well as warthog are also capable of inflicting serious injuries.
- A variety of venomous snakes of which the most dangerous are the black mamba, snouted cobra, Mozambique spitting cobra, puff adder and boomslang. A bite from these will require hospitalization and can even be fatal.
- A variety of scorpions, including the Transvaal thick-tailed scorpion which delivers a painful sting that usually requires hospitalization for treatment. To minimize the risk of a dangerous encounter and harm to yourself, we recommend you adhere to the following guidelines when outside of your home or vehicle (whether in the Greenbelt or on the roads of the estate):
 - Never walk or cycle after dark. The risk of attack by the large predators (particularly leopard and hyena) is far greater at dusk, dawn and night, as this is when these animals are most active.
 - Children should always be accompanied by an adult when outside of a residence or vehicle. Children are most at risk from dangerous wildlife, and the presence of one or more adults greatly reduces the risk of a predator attacking, or an encounter with a dangerous snake.
 - It is safer to walk in groups than on your own. The larger the group, the less likely an attack.
 - Always maintain a safe distance between yourself and wildlife. See the HWE guidelines on walking with wildlife for more information (available in the “Living with Wildlife” document on the HWE website and HWE Estate App).
 - When walking with dogs, always keep them on a leash and ensure they are kept at a safe distance from all wildlife.

- Never attempt to feed any wildlife. This leads to the animals losing their fear of humans, which increases the risk of an attack. Feeding of any animals is a punishable offence on the estate. Home Owners Association www.hoedspruitwildlifeestate.com
- Let someone know when you are going for a walk and take a cell phone so you can call for help if an incident occurs. Anyone entering the estate, and anyone walking on the communal areas of the estate does so at their own risk.

The HWE Management, including employees and Directors and the Bushbaby River Lodge bear no responsibility for any injuries that result from wildlife living on the estate.