

STANDARD TERMS AND CONDITIONS

Our standard terms and conditions are applicable when booking any property on the Extraordinary STO rates. The utilisation of these STO rates implies the acceptance of the terms and conditions and failure to comply with these will result in the retraction of the NETT STO rates issued.

1. The tour operator rates are private and confidential and are valid for inbound group and FIT bookings as specified only and are not applicable to any corporate individual, corporate group, or conference bookings.
2. Accommodation rates higher than the published rack rate may not be advertised or sold.
3. Rates are quoted in South African Rands per person per night and are NETT & NON-COMMISSIONABLE.
4. The tour operator shall not pass their NETT wholesale rate, without any mark-up thereon to a third party. Should it be opted to promote these rates online, this may only be done with rates marked up as agreed to, or with package elements such as flights, transfers etc. Only the standard rack rates may be advertised online on a stand-alone basis.
5. Extraordinary Reservations reserves the right to limit the number of rooms available on the contracted STO rate. All rooms are subject to availability of allocated rooms in this rate category.
6. Extraordinary Reservations reserves the right to amend all rates should there be any change in VAT, statutory levy or taxes becoming payable after date of signatory. Extraordinary reserves the right to withdraw the rates in the event of a material depreciation in the currency.
7. Extraordinary Reservations reserves the right, at its discretion, to amend the deposit and cancellation policies as stated in this agreement during, but not limited to, peak periods, major events, conferences, or sporting events.
8. Guests are recommended to take out comprehensive travel Insurance for the duration of their itinerary. We suggest comprehensive insurance against travel risks such as medical emergencies, cancellation, curtailment, loss of luggage, all force majeure events, accidental death as well as personal liability.
9. In the event that Extraordinary and/or the individual properties may be made a party to any litigation commenced by or against the Tour Operator, then the Tour Operator shall also indemnify Extraordinary and/or the individual properties and hold them harmless against all claims and shall pay all costs, expenses and legal fees (including Attorney and own Client fees) reasonably incurred or paid by Extraordinary and/or the individual properties in connection with such litigation.
10. Any delay or non-performance of any provision of this agreement caused by conditions beyond the reasonable control (Force Majeure). of either party, shall be excused provided that the party unable to perform shall immediately give written notice to the other party (which shall be confirmed in writing as soon as possible thereafter as is possible) detailing the circumstances on which it relies and an estimate of the likely duration of such inability. Dates by which performance obligations are scheduled to be met will be extended for a period equal to the duration of such inability.
 - a. The parties shall co-operate together and use all reasonable efforts to overcome, or failing which, to minimise the effect of such inability.

- b. If the party claiming such inability and the effect thereof has not been overcome or minimized to the satisfaction of both parties, within 7 days of the written notice, then either party is entitled to terminate this agreement immediately on written notice being given to the other party.

11. All reservations, cancellations & amendments for FIT & groups to be made with Extraordinary Reservations office in writing.

FIT Standard Bookings Policy:

Extraordinary works on an Automatic Release System on all provisional bookings. When a booking is made, written notification is given of the release date. If a booking is released automatically, with no prior contact received from the agent to release, confirm (with deposit) or request for an extension of the booking, the space may no longer be available and Extraordinary will not be responsible for the re-instatement of the booking.

Reservations are held as per the below release periods, based on days prior to arrival.

60 or more days, reservations will be held for 14 days from date of booking.

59 to 31 days, reservations will be held for 7 days from date of booking

30 days or less, reservations will be held for 72 hours from date of booking.

FIT Deposit Policy:

Upon confirmation of the booking, a 50% deposit is required.

30 Days prior to arrival, full pre-payment is due.

FIT Cancellation Policy:

All cancellations must be sent in writing to reservations. Penalties are calculated on the total cost of stay. All no shows will be charged at 100% of the total value of the booking.

All postponement requests will be treated as cancellations and will be subject to the cancellation policy outlined below.

Days Prior to Arrival:	60 to 31 Days	30 Days or Less
	50%	100%

Peak Period Supplements & Minimum Night Stays:

Extraordinary reserves the right to implement a peak period supplement, minimum night stays, higher deposits, and non-refundable requirements over our peak period, applicable to all bookings.

Festive Meal Surcharges applicable for Mabula Game Lodge & Safari Plains for Christmas lunch (25 December) and New Year’s Eve dinner (31 December).

Peak Period Dates:

23 December 2023 to 02 January 2024; 23 December 2024 - 02 January 2025.

A 50% deposit is required to secure rooms, payable 180 days prior to arrival.

Full pre-payment is due 60 days prior to arrival.

For bookings cancelled 179 - 90 days, 50% cancellation penalty will apply and 89 – 0 days prior to arrival, 100% cancellation penalty will be applicable.

Payment Terms:

- a) All payments to be received promptly as stated in the deposit policy, should payments not be forthcoming, Extraordinary reserves the right to cancel the reservation.
- b) Proof of payment must be sent through to the Reservations office with the reservation number and name clearly stated on the correspondence.
- c) Payment for all additional services rendered such as beverages, additional meals, telephone calls, laundry and all items of a personal nature must be settled on departure by the guests.
- d) Any third-party services that are booked by Extraordinary are subject to full pre-payment to secure.