



TERMS & CONDITIONS FOR AGENTS

as per 1 May 2024

GENERAL:

- All combinations are permitted. Please contact reservations@morukuru.com for your quote.
- A minimum stay of 4 nights is required for stays at Morukuru Family Madikwe and Morukuru Family De Hoop, for reservations during Christmas/New Year "PEAK SEASON".
- Infants under 2 years old are accommodated free of charge.
- Discounted rates may not be published without prior consent from Morukuru Family management, strictly only rack rates.
- Special offers and packages may apply, please contact reservations@morukuru.com for more information.

AIR & ROAD TRANSFERS:

The Morukuru Family reservations team will gladly assist with any road transfer or air transfer requirements you might have. Quotations on request. These transfers are performed by independent third parties. Therefore we can't assume any liability for irregularities or changes made by these third parties.

ARRIVAL & DEPARTURE TIMES:

Regular check in time is from **14:00 PM**, regular check out time is strictly **11:00 AM**. Due to the specific nature of our exclusive-use houses we have to be strict about these times. Early arrival or late check out is only possible when an additional night is booked.

Please note that at Morukuru Beach Lodge and at AtholPlace Hotel a late check-out until 16h00 may be arranged on the day of departure, at an extra charge, subject to availability. Arrival and departure times and method of transport must please be advised prior to arrival.

CHILD POLICY:

Morukuru Family gladly welcomes children of all ages in all properties. We have fold away beds, baby cots, highchairs and car seats available. Our junior guests are allowed to participate on game drives in Madikwe Game Reserve / nature drives in De Hoop Nature Reserve, no matter their age.

At AtholPlace Hotel we allow a maximum of 1 child under 16 years sharing with 2 adults in the King Room or in a Superior Suite. A child sharing with the parents pays the applicable child rate per night. In the case of one adult and one child under 16 years sharing, the normal room rate applies. A child sharing with parents will be accommodated on a fold away bed or a cot. Families with more than one child are required to book a second suite. In case of 3 children sharing the King Room or a Superior Suite, the normal room rate applies and the third child under 16 years will pay the applicable additional child rate per night. Our interleading Deluxe Rooms are ideal for families travelling with 2 children.

At Morukuru Beach Lodge we have 2 suites where we allow a maximum of 2 children under 16 sharing a suite with 2 adults. Children sharing with their parents pay the applicable child rate per night. In the case of 1 adult and 1 or 2 child(ren) under 16 sharing a suite, the normal per person rate plus the applicable child rate applies.

SPECIAL DIETARY / MEDICAL REQUIREMENTS:

If guests have any medical problems, disabilities and/or allergies that may affect their holiday, please inform us before confirming the booking so that we can advise as to the suitability of the arrangements we provide. In any event guests must give us written details before booking. If we reasonably feel unable to accommodate the particular needs of a guest we reserve the right to decline the reservation or, if full details are not provided at the time of booking, we may need to cancel the reservation when we become aware of the situation. Normal cancellation policy will apply. We cannot be held responsible if we are not advised at the time of booking.

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EXTRAS:

All clients shall settle their extra account prior to departure from the premises unless otherwise arranged.

PAYMENT CONDITIONS:

A commitment-fee of 10% - payable within 1 week after receiving the confirmation from Morukuru Family - will secure your reservation for all our properties, with the exception of Peak Season as per below.

"PEAK SEASON" reservations at Morukuru Family Madikwe and Morukuru Family De Hoop: a commitment-fee of 25% - payable within 1 week after receiving the confirmation from Morukuru Family - will secure your reservation.

The full balance has to be paid 30 days before arrival. Bookings made less than 30 days before arrival have to be paid in full immediately.

Morukuru Family reserves the right to automatically release reservations being held for which the commitment fee has not been received. After your booking has been confirmed, any amendments will be done subject to availability. A 10% amendment fee will be charged at our discretion.

Please note that you are responsible for the cost of any and all bank charges incurred in any of the payment processes. All payments must be made in ZAR. Payment should be made via EFT or via Flywire.

CANCELLATION POLICY:

All cancellations must be made in writing. No telephonic or verbal cancellations will be accepted. If a booking is cancelled after confirmation, the commitment-fee will be forfeited.

In addition the following fees will be levied:

For AtholPlace Hotel (Deluxe Rooms, King Room and Superior Suites):

Cancellation within 7 days before arrival – 100% of full amount

For AtholPlace Villa, Morukuru Family Madikwe and Morukuru Family De Hoop:

Cancellation within 60 days before arrival – 50% of full amount

Cancellation within 30 days before arrival – 100% of full amount

Partial cancellations by additional guests at any of our exclusive use houses (over and above the required minimum number of guests), within 60 days before arrival will result in 25% cancellation fees levied. Outside the 60 days, the applicable commitment-fee will be forfeited. In case of a stay/pay offer, regular cancellation fees apply to partial cancellations.

For *"PEAK SEASON" bookings at Morukuru Family Madikwe & Morukuru Family De Hoop* the following fees will be levied:

Cancellation within 90 days before arrival – 50% of full amount

Cancellation within 60 days before arrival – 75% of full amount

Cancellation within 30 days before arrival – 100% of full amount

FORCE MAJEURE

In the event of a stay being rendered impossible, illegal or inadvisable by weather, strike, war, epidemic, pandemic, seismic activity, government interference or any other cause whatsoever ('force majeure'), the expenses incurred as a result thereof shall be the responsibility of the guest. We strongly advise guests to take out Trip Cancellation Insurance that includes 'cancel for any reason'.

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TRAVEL DOCUMENTS & INSURANCE:

Please ensure that you are in possession of a valid ID and a valid visa (if applicable). It is a condition of booking that the sole responsibility lies with the guests to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependants/travelling companions. This insurance should include **full cover** in respect of, but not limited to, the following eventualities: cancellation or curtailment of the safari, emergency evacuation expenses medical expenses, repatriation expenses, injury, death, damage/theft/loss of personal baggage, money and goods. The company, their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the guest, or guest's dependants or travelling companions, with regards to, but not limited to, any of the abovementioned events. Families travelling with children under 18 years old should check the immigration regulations for South Africa, as additional documents may be required.

NOTE:

The booking and all services carried out with regards to the reservation will be subject to South African law and the jurisdiction of South African courts. Morukuru Family reserves the right to change rates without prior notice subject to the implementation or variation of taxes or levies by any relevant authority or by the government.