

# Mulawa

LODGE

WHITE RIVER MPUMALANGA



| RACK RATES 2020         | 01.01.2020 – 31.12.2020 | 01.01.2020 – 31.12.2020 |
|-------------------------|-------------------------|-------------------------|
| Room Type               | Per person sharing      | Per person single       |
| Luxury Safari Tents     | R1 750                  | R2 475                  |
| Superior Rooms          | R2 580                  | R3 600                  |
| Lodge Luxury Suites     | R3 025                  | R3 950                  |
| Children under 12 years | R1 050                  | N/A                     |
| Children under 4 years  | N/C                     |                         |

## RATES INCLUDE

- > Rates are per person per night based on a Dinner, Bed & Breakfast basis.
- > Rates inclusive of 15% VAT.
- > Wireless internet access at main lodge area.
- > Welcome drink.

## RATES EXCLUDE

- > Telephone calls
- > Laundry
- > Lunch
- > Bar & mini-bar

## CHILDREN

- > Children of all ages are welcome in the Lodge Superior Rooms and Luxury Suites only. A maximum of 2 children under 12 years, per room can share with two adults sharing, on sleeper couches/extra beds (subject to availability). One child from the age of 6 upwards permitted to share with one adult maximum in the Luxury Safari Tents. The adult sharing with one child plays the sharing rate.
- > Baby cots are available on request for infants under the age of 12 months.

## PAYMENT POLICY

- > For direct bookings, a 25% deposit is due within 14 days from the date of reservation to guarantee the booking. The balance is to be settled 30 days prior to arrival.
- > Once-off groups require a 10% deposit to secure the booking

EFT proof of payment needs to be sent to the reservations department once the payment has been made. The remaining balance is required 30 days prior to the date of arrival. Should payment not be received as stipulated, Muluwa Lodge reserves the right to cancel the reservation. All extras are to be settled on departure. Master & Visa card payment facilities on site.

## CANCELLATION POLICY

1. All cancellations must be given in writing.
2. Cancellation policy per booking:
  - 2.1. If cancelled up to 61 days prior to arrival, a 10% cancellation fee of the full booking value (inclusive of VAT) will be charged.
  - 2.2. If cancelled 31 to 60 days prior to arrival, a 25% cancellation fee of the full booking value (inclusive of VAT) will be charged.
  - 2.3. If cancelled 15 to 30 days prior to arrival, a 75% cancellation fee of the full booking value (inclusive of VAT) will be charged.
  - 2.4. If cancelled 14 days or less prior to arrival, a 100% cancellation fee of the full booking value (inclusive of VAT) will be charged.
3. Cancellations of 4 rooms and more, group cancellation policy will apply.

### GROUP CANCELLATION POLICY (4 rooms or more)

1. All group cancellations must be given in writing.
2. Cancellation policy per booking:
  - 2.1. Up to 90 days prior to arrival - no cxl fees. Booking agent to release all surplus rooms by 90 days to avoid penalties..
  - 2.2. Up to 90 days prior to arrival - no cxl fees. Booking agent to release all surplus rooms by 90 days to avoid penalties.
  - 2.3. 60 - 30 days: All rooms cancelled during this period will incur a cancellation penalty of 50% of the value of the accommodation cancelled.
  - 2.4. 29 - 15 days: 75% of the value of the accommodation cancelled will be charged as cancellation penalty.
  - 2.5. 14 - 0 days: 100% cancellation fee applies on the value of the accommodation cancelled.

