

# EKUTHULENI LODGE

*Welgevonden Private Game Reserve, Limpopo*



**EMAIL ADDRESS**

reservations@rareearth.co.za

**POSTAL ADDRESS**

P.O.Box 130518  
Bryanston  
2021

**OFFICE TELEPHONE**

+27 11 568 0384

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## **Rare Earth Retreats COVID 19 Deposit and Cancellation Policy**

Please note these deposit policies will be effective until the date the World Health Organization (WHO) declares the pandemic over as is only effective for COVID-19 qualifying criteria. If COVID-19 qualifying criteria is not met, standard terms apply.

### **New bookings made:**

- All rates for 2020 will be held for 2021 period.
- Bookings will be held provisionally for 14 days, if arrival is more than 60 days from date of booking.
- Bookings made less than 60 days prior to arrival will be held for a maximum of 5 days.
- A 20% refundable deposit is required within 10 days of the booking confirmation, or 4 days prior to arrival, whichever comes first.
- The balance of the payment is required 30 days prior to arrival.
- Bookings that are cancelled due to COVID-19 qualifying criteria, more than 7 days prior to arrival can either postpone to a later date in the same season at no additional charge or are fully refundable.
- Bookings that are cancelled less than 7 days prior to arrival, due to COVID-19 qualifying criteria, can get a full credit for a future booking at the same property that was originally booked.

### **COVID 19 Qualifying Criteria:**

These are specific criteria that need to be met in one or more instances with regards to qualifying for the above criteria. If the below criteria are not met, then normal terms and conditions apply:

- South Africa falls under official government sanctioned lock down.
- International flights are cancelled, and there are no alternative routes to get to South Africa.
- A mandatory quarantine period is imposed by South Africa or on return to the guest's country of residence.

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- If the guest has contracted COVID-19 and is either under medical treatment or is in quarantine, up to 48 hours prior to arrival. Supporting documents will be required.
  - South Africa or the guest's country of residence close their borders to all international travelers.
  - Government in the guests country of residence, restrict travel to South Africa.

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