



## **TERMS AND CONDITIONS**

### **1. Reservations Procedure:**

All Reservations must be placed in writing with Lion Roars Central Reservations as follows:  
Telephone Number: +27 (21) 424 1530; Email Address: [reservations@lionroars.com](mailto:reservations@lionroars.com)

### **2. Single Supplement:**

A single supplement calculated at 30% applies at all lodges excluding The Three where a single rate applies. Please see rates included for The Three.

### **3. Rate Inclusions:**

**Singa, Ibhayi, Redbourne, The Robberg, Franschhoek, Old Bank Hotel & The Three:** accommodation, breakfast, in-room tea and coffee

**Hlosi & Bukela:** accommodation, all meals, selected local beverages and two game drives per day

### **4. Rate Exclusions:**

**Singa, Ibhayi, Redbourne, The Robberg, Franschhoek, Old Bank Hotel & The Three:** all drinks, transfers, telephone calls, laundry and any items of a personal nature

**Hlosi & Bukela:** excludes premium branded beverages, transfers, telephone calls, laundry and any items of personal nature

### **5. Check-In Time:** 2pm (Town Lodges) & 1-2 pm (Hlosi & Bukela)

### **6. Check-Out Time:** 10am (Town Lodges) & 11 am (Hlosi & Bukela)

### **7. Group Bookings:**

In the event of a reservation being made for 6 or more rooms for the same period at the same property, this will be classified as a group reservation for which separate terms apply.

### **8. Peak Season:**

Peak Season validity is indicated at each lodge, where applicable, on the rate sheet  
Minimum 2-night stay and room rate charge apply for single occupancy, except at the Old Bank Hotel where this is not applicable.

### **9. Provisional Bookings:**

Provisional bookings are held for 14 Days only, over peak season it will be held for 7 Days only

### **10. Deposit/Payment Policy FIT:**

30 Days prior to arrival: 100% Pre-payment

All bookings must be guaranteed with prepayment, a valid credit card or if the Tour Operator has an authorised account with Lion Roars, a voucher

20 December – 10 January: 20% deposit is required 14 days after the reservation is made to secure the booking.

### **11. Cancellation Policy:**

**Ibhayi, Singa, Redbourne, The Robberg, Franschhoek, Old Bank & The Three**

Cancellations are only accepted in writing

29-15 days prior to arrival: 50%

14-01 days prior to arrival: 80%

No Show: 100%

### **12. Cancellation Policy:**

**Hlosi & Bukela**

Cancellations are only accepted in writing

Less than 30 days prior to arrival: 25%

Less than 14 days prior to arrival: 50%

Less than 48 hours prior to arrival: 80%

### **13. Conservation Levy (Amakhala Game Reserve – Hlosi & Bukela):**

Adults: R125 pppn

Children under 12 yrs: R75 pppn

Children under 3 yrs: no charge

### **14. Lion Roars reserves the right to admit any guest/s and furthermore reserves the right to remove any guest/s whose behaviour impacts negatively on other guests and/or staff.**

### **15. Lion Roars reserves the right to amend rates and terms without prior notice. E&OE**

**Rates are in South African Rand and include 15% VAT.**