



Agreement, Terms & Conditions Luxury Lodge Accommodation

1. Guests may stay for the period booked and paid for only, unless any extension to the stay is agreed to in writing and paid for in advance.
2. Guest shall not be a nuisance, annoyance or inconvenience to the accommodation owner, the owner or occupier of any adjoining or neighbouring premises, or which may result in danger or damage to any such persons or their properties or belongings.
3. Guest shall be sensitive to the environment and keep television and dvd sound volumes to an acceptable level.
 - a. Quietness shall be maintained in the reserve between 23h00 and 06h00 each day.
 - b. Skateboards, roller skates / blades, scooters, off road motor bikes and quad bikes may not be used in the reserve.
 - c. No firearms, pellet guns, catapults or other weapons may be discharged in the Reserve and **permission to bring a fire arm onto the property must be granted by the Lodge Owners' Association prior to arrival.**
 - d. Hooters may not be sounded except in cases of emergency
4. The guest booking a lodge in his/her name is responsible for ensuring the decent behaviour of his/her party. Should the guests behave in such a manner that is not acceptable by civilized standards, or in breach of the Reserve rules, then the Manager and/or Security officers may ask the client and his party to vacate the lodge immediately, without compensation.
5. Bath towels may not be used for pool use. Please use designated towels
6. **The guest may not keep or bring any pets of whatever nature into the Reserve.**
7. **All accommodation runs on septic tanks and French drains.** No nappies, baby wipes, or other such foreign objects to be flushed down the toilets.
8. Right of Admission is reserved.
9. The owner and management company cannot be held responsible for:
 - a. Any loss of or damage to the property or possessions of any guest, resident or visitor, whether such damage was caused by fire, theft or otherwise, or by the negligence or the wrongful act or anyone in the employment of or acting on behalf of the owner.
 - b. Any personal injuries of whatsoever nature, sustained by a guest, resident or visitor, whether such injuries were sustained by the negligence or wrongful act of anyone employed by the owner or any other person or by the defective functioning of any apparatus or appliance of the owner.
 - c. The Reserve is a wildlife area and no responsibility can be taken for any injury, illness or death caused to guests for any reason pertaining to being in a wilderness reserve or for any encounter with a wild animal.
 - d. **Lodge home pools are not fenced or netted. Children must be supervised at all times!**
10. **Game Drives and Boat Charter/rides**
 - a. Whilst there are no minimum age restrictions, it must be noted that Royal Jozini does have 3 of the Big 5 (elephant, buffalo & leopard). Parents must supervise children at ALL times and it is strongly recommended that children under 2 not be taken aboard a boat or game vehicle.
 - b. There is no upper age limit but all guests acknowledge that the terrain/water can be rough and any weakness or injury may be aggravated. It is the guests' responsibility to ensure that they have adequate medical insurance and evacuation cover and Royal Jozini and its owners, managers and agents will not be liable or held responsible for any injury whatsoever.

11. Guest shall not contravene or permit the contravention of any law, by-law, ordinance, proclamation or statutory regulation affecting the buildings or the Reserve.
12. Guests shall park in the designated parking area at the lodge.
13. Please note that the speed limit in the Reserve is 50km per hour on main roads, 35km an hour on all others.
14. **Guest shall not litter or throw cigarettes, paper, bottles, cans or any such thing anywhere on the reserve, which items must be taken back to their lodge and disposed of there. FINES WILL BE ISSUED FOR ANY TRANSGRESSIONS.** Guests are asked to separate glass, cans, paper and food-waste for re-cycling if indicated.
15. Any damage to fittings, fixtures or contents will be charged to the guest at replacement cost plus a 25% administration/replacement shopping fee.
16. Guest agrees to the jurisdiction of the Magistrates Court in respect of any action or proceedings, or, as the case may be, to institute any action in any division of the Supreme Court of South Africa having jurisdiction in respect thereof.
17. Guests may take occupation of the accommodation from 2pm on the day of arrival and agree to leave by 10 a.m. on the day of departure, unless prior arrangements have been made. Early arrival and/or late departure will only be allowed on written permission.
18. **No other guests shall be entitled to stay in the property other than those booked and paid for prior to occupation. Guests may NOT invite day visitors to join them.**
19. **Guests shall comply with the strict non-smoking policy inside the Lodges.**
20. Responsible guest agrees that any outstanding accommodation fees, breakages, lost key costs, call-outs for guest services, etc. shall be charged to him/her as per this agreement and he/she agrees that these amounts are due and owing on receipt of the invoice for same.
21. Should any damages be claimable against insurance, then responsible guest agrees to pay any shortfall or excess charges.
22. It is presumed that all items are present and in good order at each lodge. Any faults or defects should please be pointed out to the housekeeper on duty within 24 hours of arrival.
23. The Guest shall be responsible for any damage done to the premises by reason of any furniture or other objects, damaged or removed from the premises and shall be responsible for any damage caused to the common areas of the property. See point 14.
24. The guest shall not cede or assign his booking, without prior consent of Royal Jozini Lodge Owners' Accommodation and neither shall he/she sub-let the premises or any part thereof, with or without remuneration.
25. Any changes to a booking or cancellations must be done in writing.
26. Deposits to be paid as follows:
 - a. 50% to secure accommodation on confirmation
 - b. The balance of the payment to be made 30 days prior to occupation.
27. Bookings cancelled 25 to 30 days prior to occupation shall forfeit 100% of deposit.
 - a. Bookings cancelled between 8 and 24 days prior to occupation will forfeit 75% of full accommodation fee.
 - b. Bookings cancelled less than 7 days prior to occupation will forfeit 100% of full accommodation fee.
 - c. Bookings cancelled due to the death of the person booking, or due to hospitalisation, may be postponed to a future date or cancelled at full refund, less a 10% administration fee, depending on proof of death or hospitalisation.
28. Where any payment is not made for any reason, credit card declined or any other such non-payment of amounts due, the Royal Jozini Lodge Owner(s) and/or their appointed agent, reserve the right to charge interest on the overdue amount and to recover all legal costs.
29. Any unpaid fees, damages or accommodation not paid for will be charged for and should legal action need to be taken, then parties agree to the matter being heard in the Johannesburg Magistrate's Court.

By booking accommodation at Royal Jozini Private Game Reserve, it is automatically agreed that I have read and understand the contents of this Agreement, which I and my party will adhere to. I agree that the terms and conditions are fair, just and reasonable.