



STANDARD TERMS & CONDITIONS

VALID: 03 January 2024 until 02 January 2026

1. This document is subject to and is governed by the laws of the Republic of South Africa.
2. All tariffs quoted herein include VAT at 15%. Pitse Lodge reserves the right to amend the quoted tariffs. Tariffs may also be subject to change if Government should change the lending rate or VAT rate, during the duration of this contract.
3. The tariffs are quoted in South African Rand - on a per person, per night basis.
4. **INCLUSIONS:**
The quoted tariffs include:
 - a) Full board - accommodation, all meals, 2 x 3-hour long game drives per day, use of facilities at the Lodge
 - b) Tea's & coffee's, local beers & ciders, soft drinks, mineral water and house wines
 - c) Transfers on the reserve, to and from the South gate, or internal airstrips
 - d) VAT at 15%
 - d) Welgevonden Gate Fee & Conservation Levy
5. **EXCLUSIONS:**
The quoted tariffs exclude:
 - a) Curio shop purchases
 - b) Telephone calls
 - c) Cellar wines and spirits
 - d) Transfers, car hire and charters
 - e) Laundry and any other purchases of a personal nature
6. **RACK RATES 2024**
(03 January - 21 December 2024)
R8 500, 00 per person per night for the first four guests, thereafter
R5 900, 00 per person per night for the fifth guest, or more

FESTIVE SEASON 2024
(22 December 2024 – 02 January 2025)
R9 200, 00 per person per night for the first four guests, thereafter
R7 000, 00 per person per night for the fifth guest or more

RACK RATES 2025

(03 January – 21 December 2025)

R9 800, 00 per person per night for the first four guests, thereafter

R6 800, 00 per person per night for the fifth guest or more

FESTIVE SEASON 2025

(22 December 2025 – 02 January 2026)

R11 000, 00 per person per night for the first four guests, thereafter

R8 500, 00 per person per night for the fifth guest or more

7. CHILDREN'S RATES:

- a) Under 2 years - no charge if sharing with four full-paying adults.
- b) 2 – 11 years - half rate (50%) if sharing with four full-paying adults.
- c) 12 years and older - full rate.

We reserve the right NOT to allow young children at Pitse Lodge for safety reasons.

We reserve the right NOT to allow children under 5 on game drives.

We reserve the right NOT to allow any intoxicated person, or person who is impaired, or a person who is deemed to be of potential danger to himself or herself or others on a game drive or walk for any reason whatsoever.

8. ARRIVAL / DEPARTURE TIMES:

Check in time is **after** 13h00 on the day of arrival. Check out time is **before** 11h00 on the day of departure.

9. HALF-DAY RATE:

Pitse Lodge has implemented a half-day rate policy for our guests who wish to enjoy the lodge after 11am on their day of checkout. The half-day rate will enable guests to continue to utilise the lodge, exclusively, until 5pm on their day of checkout.

The half-day rate includes the following:

- Exclusive use of the lodge, rooms and facilities until 5pm
- Lunch will be served in the afternoon
- Drinks will be included as per our standard drink inclusions

The rate for the half-day, will be charged at 50% of the current rate, which guests pay for, during their stay.

Please note – that late checkouts are not guaranteed, and are dependent, on other reservations which have already been made to arrive on the day of guests' departure day.

10. LIABILITY:

The Lodge shall not be held responsible for any failure of performance due to causes beyond its control. These include riots, war, acts of God, epidemics, acts of Government, strikes, explosions, accidents and the like. (Please see full indemnity and waiver of risk).

11. DURATION:

The above rates shall remain valid until 02 January 2026.

12. TERMS OF PAYMENT:

50% non-refundable deposit within 7 days of invoice issued, to secure the booking.

50% balance is required 30 days prior to arrival.

Reservations made less than 30 days prior to arrival; full payment is required within 48 hours of invoice issued to secure the booking.

Failure to pay the deposit may result in the booking being allocated to other clients.

Pitse will undertake to refer back in such cases in order to allow confirmation and payment.
The relevant payment must take place within 48 hours of such confirmation.

All extras are to be paid for by the guest prior to their departure from the lodge.
(Credit card or cash is accepted at the lodge).

Such extras may include, but is not limited to wines, sprits, gratuities, personal breakages, curio purchases and other extras of a personal nature.

13. **UNSCHEDULED EXTENSIONS:**

In the unlikely event of there being an unscheduled extension to the holiday caused by flight delays, bad weather, strikes or any other cause which is beyond the control of Pitse Lodge, it is understood that the expenses relating to these unscheduled extensions, will be for the account of the guest. Pitse Lodge accepts no liability for changes, omissions or delays before or during the course of any stay at Pitse Lodge, occasioned by technical difficulties, weather conditions, strikes or communication breakdowns.

14. **CANCELLATIONS:**

Our Cancellation Policy is as follows:

Cancelled +30 days prior to arrival - 50% of the full accommodation charge

Cancelled 30 days or less prior to arrival - 100% of the full accommodation charge

Unable to travel due to measurements issued by the South African government:

In the case of a travel ban being implemented by the South African government and guests are not able to travel by South African government regulations, guests will be able to reschedule their booking for up to a period of 12 months. If guests rebook at a period in which the lodge rates have increased, this increased rate difference will be charged accordingly to their reservation. Alternatively, guests can request a full refund for their reservation.

Travel is possible by South African government regulations but guests have other travel restrictions and/or Covid related reasons and choose to not travel:

Cancelled +30 days prior to arrival - 50% of the full accommodation charge

Cancelled 30 days or less prior to arrival - 100% of the full accommodation charge

15. **REFUNDS AND UNUSED SERVICES:**

No refunds will be made for no-shows, or any unused services.

16. **MINIMUM STAY:**

A minimum of 4 full-paying guests per night, for a minimum of 2 nights.

Parties of 2 or 3 guests are more than welcome, though the rate for 4 guests will be charged.

Should you have any questions, please do not hesitate to contact us.

Yours in hospitality,

Christie, Haydn & The Pitse Team

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