



# GROUPS POLICY

2026



## Rate

- **Ten rooms or more** constitute a group under this policy.
- Certain sections under “General” will apply to bookings where 90% or more of a single camp is booked.
- Trade Partners will receive a 20% STO Rate for any group reservation, not the Trade Partner’s normal STO rate (unless the normal STO is lower than 20%).

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## Arrival And Departure

- **Arrival:** Not earlier than 12h30. Check-in to rooms at 13h30.
- **Departure:** Not later than 11h30. Check-out of rooms at 11h00.

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## General

- Group reservations may not be split.
- A group reservation must be under one reservation reference number.
- Families/Parties/Groups may not break up the reservation into different reservation names.
- An exclusive buyout of a single camp is required when booking 90% or more of a single camp. For example:
  - Booking 9 rooms in Varty Camp requires booking and payment for all 10 rooms.
  - Booking 5 rooms in Tree Camp requires booking and payment for all 6 rooms.
- Exclusive use buyout of all five camps is by request only.

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## Single Room Policy

- Single supplement is waived for the first two rooms of a group.
- Any additional single room will incur a 50% single supplement from the date of arrival.

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## Deposit

- A 20% non-refundable deposit is required within 10 days of reservation confirmation.
- Londolozi reserves the right to cancel the reservation if the deposit is not received within 10 days.
- The balance of payment is required 60 days prior to arrival.
- Short-lead time reservations must be paid in full immediately.

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## Cancellation

- Cancellation or part cancellation (reduction in rooms or nights) of a confirmed reservation, including date changes, results in the loss of the 20% deposit.
- If cancellation occurs within 60 days of travel, full cancellation penalties apply.
- Londolozi reserves the right to cancel reservations if full payment is not received 60 days prior to arrival.

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## Exclusive Buyout Cancellation Fee

- When all 5 Londolozi camps are booked exclusively for a group the cancellation fee is as follows:
  - **50% of the total accommodation** total if the reservation is cancelled up to 121 days before the arrival date.
  - **100% of the total accommodation** if the reservation is cancelled 120 days or less before arrival.

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## Festive Season

- The Festive Season runs annually from **20th December – 6th January**.
- Cancellation fees during this period are as follows:
  - **50% of the total accommodation** if the reservation is cancelled up to 121 days before the arrival date.
  - **100% of the total accommodation** if the reservation is cancelled 120 days or less before arrival.

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## Payment

- No credit card payments, except for payments at the lodge for extras.
- All rates are quoted and payable in **South African Rand (ZAR)**.

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## Travel Insurance

- Travel insurance is **compulsory**, covering:
  - Personal effects, personal accidents, medical and emergency travel expenses, as well as cancellation and curtailment.
- Travel insurance is compulsory as reservations are subject to cancellation penalties as detailed above.

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## Visas & Passports

- Check **visa requirements** before departure.
- Visitors to South Africa must have a minimum of **two blank pages** in their passport for entry visas.
  - **Insufficient passport space** will result in entry denial.
- Londolozi is not liable for delays in visa applications; guests should allow ample time for processing.

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## Airline Tickets

- International insurance requires all airline tickets to reflect the passenger's **title, name, and surname** as shown in their passport.
- Ensure correct information is provided at the time of reservation.
- **Airfare and airport taxes** are subject to change without prior notice due to airline policy.
- Londolozi is not responsible for:
  - Airline schedule changes resulting in missed connections.
  - Airlines discontinuing flights.



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