



Terms & Conditions

What percentage do you take for the deposit?	50 %
100% Deposit for a 1-night stay?	Yes
One Night Stay Is Refundable?	Yes
Check in	13.00 h (before lunch)
Check out	10.00 h (after breakfast)
Accept same-day bookings?	Yes – until 16 h

If arrival is only 7 days away, take the total amount as the deposit.

*Cardholder & ID/Passport must be present at check-in.

*Credit card used for the online deposit must be present at check-in.

- Please note our check-in time and contact us should you be running late.
- Children must be always supervised by an adult, especially around the pool.
- Children to be kept away from wildlife.
- We regret guests in wheelchairs must inform us in advance or they must be accompanied.
- We regret we cannot accommodate your pets.
- No smoking inside the rooms. Please use designated smoking areas only.

Cancellation Policy

Forfeit 50 % of the total if the guest cancels 7 days before arrival.

More than 14 days in advance, cancellations will receive 30% of the deposit back.

In addition to our cancellation policy, if the booking is canceled due to the Corona Pandemic the following policies will apply:

If a booking is canceled (up to 1 day before arrival) due to the consequences of the corona pandemic, we will refund the amount paid.

Bookings from 2019/2020 that have neither been postponed nor received an answer to our inquiries will lose their validity at the end of September 2023

In general, new bookings can always be postponed, even at short notice, if this is communicated.

Payment Details: Credit card or EFT

Our banking details

Standard Bank Phalaborwa

Account Name: Baluleni Safari Lodge

Account Number: 271 945 982

Branch Code: 052 752

VAT No.: 4760268757

Company Registration No.: 2012/162553/07