Travel trade partners · 2026–2027

Trade Terms & Conditions

These terms apply to bookings made by travel-trade partners. Making a booking with us confirms that you have read and accepted them.

1. Payment terms

- Bookings are subject to availability and are made in writing by email to **book@makakatana.com**
- Provisional bookings are held for 7 days
- Written confirmation confirms the booking; no deposit is required
- The balance is due 45 days before arrival
- We may ask for payment in advance for groups, long stays or high-occupancy dates

If written confirmation is not received within 7 days, the provisional reservation may be released automatically.

2. Payment

- We accept bank transfers (EFT), credit cards (Visa and Mastercard) and international wire transfers
- All banking charges are for the guest's or agent's account
- Payments must reach our account free of bank charges and commissions
- Please send proof of payment with the booking reference number, itemising the bookings it covers
- Credit-card payments are not accepted from third-party service providers

Security reminder: We will only communicate with you from email addresses ending in @makakatana.com. If you receive a payment request or booking update from any other email address, or if our banking details appear to have changed, please contact us directly before making payment.

3. Cancellation policy

Cancellation charges are a percentage of the total booking value.

Notice received	Cancellation charge
46 days or more before arrival	20% of the booking value
31 to 45 days before arrival	50% of the booking value
15 to 30 days before arrival	80% of the booking value
14 days or less before arrival, or a no-show	100% of the booking value

4. Child policy

- Up to 2 children can be accommodated in a Family Suite, and 1 child in a Luxury Suite
- A child occupying their own room is charged the applicable adult rate
- A child sharing a room with a single adult is charged the child rate, and the adult the single supplement
- Guests 13 yrs and older are considered adults and charged accordingly

Children 6–12 yrs

- Children are welcome in our Luxury and Family suites
- Children must be under a parent's supervision at all times
- Children aged 6–12 are welcome to join their parents on scheduled activities
- Early dining is arranged for children
- Children are not permitted to dine in the boma

Children 0–5 yrs

- Booked by special arrangement
- Not accommodated on scheduled activities
- Charged the child rate
- A babysitter can be booked in advance at an additional cost

By booking children 12 yrs and under at Makakatana Bay Lodge, parents and guardians confirm that they have read, understood and accepted our terms and conditions and the Makakatana Children's Policy, fully understand its contents and agree to abide by it. The full child policy is signed by parents before arrival.

5. Health

Low-risk malaria area. Guests should seek medical advice before travelling.

6. Insurance

Guests are responsible for holding full comprehensive travel, medical, vehicle and cancellation insurance, and must ensure it covers any cancellation fee that may arise. A trade partner has a duty to tell its own partners and guests to take out that cover. The insurance must cover force-majeure events and other events beyond our control; where such an event causes a cancellation, the cancellation policy above still applies.

7. Rates and commission

- We sell one board basis: **Fully Inclusive**. What it includes and excludes is listed on our rate sheets
- Rates are in South African rand and include VAT
- Commission and STO rates apply to accommodation only. The conservation levy, park entry fees and levies, transfers and extras are not commissionable
- Accommodation is invoiced by us to the partner at the partner's STO rate, or at rack less commission
- The conservation levy is added to the accommodation invoice and paid before arrival. Not commissionable
- Transfers are priced per vehicle, one way, on our Transfers sheet
- Special offers and discounts cannot be combined or added to existing promotions. Only one offer applies per booking
- Rates may be adjusted through the contracting period for new bookings. Errors and omissions excepted

8. Activities

- Full-day safaris need a stay of 2 nights or more and are not run on arrival or departure days.
- On a 1-night stay we offer an afternoon wetland nature drive on arrival and a morning wetland nature drive (or eco-boat, weather permitting and subject to the availability of a guide) before departure.
- *Night drives and **eco-boat trips are offered as an alternative to the morning or afternoon drives, subject to the availability of a guide, the weather and lodge logistics.
- Birding trips are offered in lieu of a morning drive or on longer stays, and must be booked in advance; subject to the availability of a birding guide.
- Activities are weather permitting.

9. Arrival and departure

- Check-in 13h00
- Check-out 10h00
- Early check-in or late departure by prior arrangement
- Lunch on the day of arrival must be pre-booked
- After-hours access must be pre-booked
- Only arranged at Nhlozi Gate, and escorts from the gate to be pre-booked at a fee of R375
- No entry after 21h00, except by the park's exception, with a late-entry park fee of R1,000
- Guides and drivers are encouraged to stay in St Lucia; if accommodated at the lodge they may be charged the single STO rate of a Luxury Suite

10. Third-party services

Some services are provided to guests by third parties. Those services are rendered in the provider's own name and not as our agent, and we are not liable for them, save for our own gross negligence or wilful misconduct.

These terms supersede all previous terms and may be amended with immediate effect. E&OE.

Contacts

Reservations

book@makakatana.com · +27 (0)87 059 9015
Monday–Sunday 08h00–17h00

Lodge

lodge@makakatana.com · +27 (0)79 053 3821