

Sanbona Wildlife Reserve is an authentic and contrasting natural space; it serves as a major role player in the conservation realm which is imparted and intricately woven into our guest experiences. It is a true example of a successful rewilding project on an epic scale within the Western Cape, underpinned by peer-reviewed, research-based conservation practices.

Conveniently located along Route 62, a mere 3.5 hours from Cape Town, the Reserve aims to create a balance where critically important ecosystems, endangered wildlife and flora can prosper. Sanbona has an alluring atmosphere of stillness and an air of isolation amid the raw beauty and boundless plains.

Sanbona Wildlife Reserve incorporates three luxury lodges - each one unique with its own essence. Lodges are designed in harmony with their surroundings where guests can experience nature in sublime comfort. All lodges operate independently, with a full staff complement including its own management team, chef brigade, hosts and experienced field guides. Sanbona and the spirit of the San people welcome you.

Standard Rates, Terms & Conditions

Rates

Season	No of each type	LOW SEASON		
Validity		01 May 2027 - 30 September 2027		
Rate Code		RACK Rates (Consumer/Public)		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 10 510	ZAR 13 665	
Gondwana Family Lodge	12	ZAR 10 510	ZAR 13 665	ZAR 5 255
Dwyka Tented Lodge	9	ZAR 11 455	ZAR 14 890	

Season	No of each type	HIGH SEASON		
Validity		01 October 2027 - 14 December 2027		
Rate Code		RACK Rates (Consumer/Public)		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 14 685	ZAR 19 090	
Gondwana Family Lodge	12	ZAR 14 685	ZAR 19 090	ZAR 7 345
Dwyka Tented Lodge	9	ZAR 15 000	ZAR 19 500	

Season	No of each type	SEASONAL PEAK SEASON		
Validity		15 December 2027 – 11 January 2028		
Rate Code		RACK Rates (Consumer/Public)		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 19 170	ZAR 24 920	
Gondwana Family Lodge	12	ZAR 19 170	ZAR 24 920	ZAR 9 585
Dwyka Tented Lodge	9	ZAR 19 580	ZAR 25 455	

Season	No of each type	PEAK SEASON		
Validity		12 January 2028 - 31 March 2028		
Rate Code		RACK Rates (Consumer/Public)		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 18 080	ZAR 23 505	
Gondwana Family Lodge	12	ZAR 18 080	ZAR 23 505	ZAR 9 040
Dwyka Tented Lodge	9	ZAR 18 370	ZAR 23 880	

Season	No of each type	HIGH SEASON		
Validity		01 April 2028 - 30 April 2028		
Rate Code		RACK Rates (Consumer/Public)		
		Adult Sharing	Single Adult	Child
Tilney Manor	6	ZAR 14 685	ZAR 19 090	
Gondwana Family Lodge	12	ZAR 14 685	ZAR 19 090	ZAR 7 345
Dwyka Tented Lodge	9	ZAR 15 000	ZAR 19 500	

Rates

- All rates are quoted and invoiced in South African Rand (ZAR) on a “per person per night” basis.
- Above mentioned rates are inclusive of two (2) daily nature drives, guided nature walks (on request), all meals, a limited selection of house beers, wines and soft drinks, on-drive snacks and beverages, internal reserve transfers between the lodges and Welcome Lounge, Tourism levy and 15% VAT.
- The rates exclude: nightly community levy, additional alcoholic and premium beverages, discretionary gratuities and all items of a personal nature, which must be settled directly prior to departure.
- All rates are subject to change without prior notice.
- All rates exclude specialist meals (i.e., certified outsourced Halaal and Kosher meals)
- We recommend a minimum stay of two (2) nights throughout the year. A minimum 2-night stay restriction is applicable over the Festive Season (15 December 2027 – 11 January 2028).
- Adults travelling:
 - Adult Sharing rates apply to persons (12 years and older) sharing one (1) suite. Persons twelve (12) years and older are considered adults and will therefore require their own suite at the applicable rates.
 - Single Adult rates are only applicable when one adult is staying on their own in one suite. This is not applicable when an adult is sharing a suite with a child/children.
 - Note that all rooms can sleep a maximum of two (2) adults.
- Children travelling:
 - Applicable to Gondwana Family Lodge only.
 - Child rates are applicable to children from four (4) years up to and including eleven (11) years; irrespective of whether children are sharing with adults or staying in their own room/suite (single or sharing).
 - Above mentioned rates are inclusive of the “Eco-Explorers” programme, two (2) daily nature drives, all meals, non-alcoholic beverages, on-drive snacks and beverages, internal reserve transfers between the lodge and Welcome Lounge, Tourism levy and 15% VAT.

Children's Policy Applicable to Gondwana Family Lodge

This policy applies to all persons from 0 up to and including 11 years old:

- Persons under the age of four (4) are permitted on nature drives subject to a private vehicle being reserved for the sole use of the family; a daily surcharge of R 7 950 per day for private vehicle use will be applied. Private vehicles are subject to availability.
- Persons under the age of fourteen (14) years are not permitted on any nature walks.
- Persons under the age of sixteen (16) years are not permitted at Dwyka Tented Lodge.
- Persons under the age of twelve (12) years are not permitted at Tilney Manor.
- Children are accommodated at Gondwana Family Lodge only.
- 0 – 3 Years old
 - are accommodated at no additional cost.
 - must share with adults, depending on the availability of cots and/or rooms with a sleeper couch.
 - are permitted on nature drives, subject to a private vehicle being reserved.
- 4 – 11 Years old
 - are accommodated at 50% (half) of the adult sharing rate.
 - may share with adults, depending on the availability of rooms with a sleeper couch.
 - are permitted on nature drives.
- Sleeper couches can accommodate a maximum of **one** (1) child.
- Cots can accommodate a maximum of **one** (1) child.
- Rooms can accommodate a maximum of one (1) cot and one (1) sleeper couch only.
- Rooms accommodating children sharing with parents contain one (1) sleeper couch per room.
- Complimentary child minding is offered during nature drive hours in our kiddies play center. Outside our nature drive hours, additional child-minding services are available upon request at an additional cost.
- Community Levy:
 - A mandatory daily community levy of R 250 per person per night will be applied to all reservations; children between the ages of 4- 11 years will be levied at 50% (half) of the adult rate.
 - The community levy will be charged on the initial invoice, which must be settled at the booking stage or, alternatively, directly by the guest prior to departure.
 - These levies support a range of community initiatives, conservation education and environmental programs, while also enhancing the surrounding communities by providing resources for sustainable development for future generations.

Value Adding Offers

- The below offers are available on the above-mentioned rates.
- All offers are subject to availability at the time of booking and may be withdrawn at any time.

Offer	Details	Validity	Terms and Conditions
Long Stay Discount	Receive 10% discount when booking 3 consecutive nights at any luxury lodge	01 April 2027 - 30 September 2027 01- 30 April 2028 [EXCLUDING: Easter Weekend]	Not combinable with any other promotion in the marketplace.
Sole Use Offer	Book sole use (all rooms) of any luxury lodge for 2 nights and receive 1 room free of charge per night.	01 April 2027 - 30 September 2027 01- 30 April 2028 [EXCLUDING: Easter Weekend]	Sole Use Offer is not combinable with any other promotional offer in the marketplace.
Stay 4 Pay 3	Stay for 4 consecutive nights at any luxury lodge and only pay for 3 nights	01 May 2027 – 30 September 2027	The Stay 4 Pay 3 offer not combinable with any other promotion in the marketplace.
Honeymoon or Anniversary Value Add	Receive a complimentary bottle of bubbly, welcome platter, romantic turn down and private bush picnic when booking your honeymoon or anniversary	All Year	Minimum two-night stay applies.

Travel Information

Insurance

- We highly recommend that comprehensive travel insurance is taken out, including, but not limited to cover against all COVID related instances.

Special Catering/ Outsourced Meals

- Please note that the outsourcing of any certified meals (i.e., Kosher or Halaal) will incur an additional surcharge per person per day.

Transfers / Gate Times

- Transfers to and from the Reserve can be arranged with our Reservations Team on request at an additional cost.
- Terms and Conditions relating to road transfers apply and are available on request/as addendum to this document.
- All transfers are handled by accredited car hire and charter companies.
- Complimentary transfers from the Welcome Lounge to the various lodges form an integral and mandatory part of the Sanbona guest journey, as this is where the experience officially begins. All guests are required to make use of these scheduled transfers, and the preferred transfer timeslot must be prearranged with our Reservations Team at least 72 hours in advance. The Welcome Lounge is located at the Main Gate of the Reserve. To ensure a seamless and unhurried arrival, guests are kindly requested to arrive at the Sanbona Main Gate at least 30 minutes prior to their scheduled transfer time, as late arrivals may result in missed departures. For arrangements, please contact our Reservations Team.
 - Arriving guests are picked up from the Welcome Lounge at 12h30, 14h00 or 16h00 (guests arriving on the 14h00 and 16h00 transfer will not be able to join the afternoon game drive).
 - Departing guests are collected from their lodge at 11h00 to be taken back to the Welcome Lounge.

- Missing these scheduled transfers will result in the guests being charged a fee of R 900 per person per way.

Minimum Stay

Festive Season (15 December 2027 – 11 January 2028)

- A minimum of a two-night stay will be applied to all bookings over the festive period.
- Any remaining available inventory will become available for sale ninety (90) days' prior for one-night reservations.

Payment Terms

- Full pre-payment is required thirty (30) days prior to arrival.
- Full pre-payment will be required at the time of booking for reservations made within thirty (30) days of arrival.
- Sanbona Wildlife Reserve reserves the right to release bookings, should payment not be received by the requested date.
- All bank charges are for the account of the client and will not be paid by Sanbona Wildlife Reserve.

Cancellations

General Terms (01 October 2027 - 30 April 2028)

- Only written cancellations will be accepted; please ensure you receive an acknowledgment of cancellation from reservations.
- A fee of 50% of booking value will be charged if cancellation is less than 60 - 31 days prior to arrival.
- A fee of 100% of booking value will be charged if cancellation is less than thirty (30) days prior to arrival.
- All reservations must be cancelled through/ via the original booking channel; failure to do so will result in full payment being required.

Low Season Terms (01 May 2027- 30 September 2027)

- Only written cancellations will be accepted; please ensure you receive an acknowledgment of cancellation from reservations.
- A fee of 25% of the booking value will be charged if cancellation is less than 60- 31 days prior to arrival.
- A fee of 50% of the booking value will be charged if cancellation is less than 30 - 15 days prior to arrival.
- A fee of 100% of the booking value will be charged if cancellation is less than fourteen (14) days prior to arrival.
- All reservations must be cancelled through/ via the original booking channel; failure to do so will result in full payment being required.

FIT Groups, Set Departure Tours, Set Departure Itineraries and Tour Series Deposit, Payment and Cancellation

- This policy applies to bookings of eight (8) or more people.
- A minimum stay of two (2) nights applies throughout the year.
- A 10% non-refundable deposit will be requested at the time of booking in order to secure rooms.
- A 50% non-refundable deposit is payable ninety (90) days prior to arrival.

- A 100% non-refundable deposit is payable sixty (**60**) days prior to arrival.
- All rooming lists are required thirty (30) days prior to arrival.

The following terms and conditions must be agreed and adhered to in order to hold rooms for FIT Groups, Set Departure Tours, Set Departure Itineraries and Tour Series:

General:

Sanbona Wildlife Reserve may request room(s) back at any point should it receive a confirmed booking for the same dates. The agent must release the room(s) back to Sanbona Wildlife Reserve if it has not been sold at that point. A 10% non-refundable deposit will be required immediately for room(s) should the agent not wish to release the room(s) back to Sanbona Wildlife Reserve.

Cancellations:

- The cancellation policy is applied in the event of a reduction in rooms. Should one person in a shared room cancel, the room rate will then revert to a single occupancy and a single occupancy supplement will be applicable to the guest.
- For all cancellations within four (4) months [120 days] of arrival, a fee of 10% of the total value per room cancelled will be charged.
- For all cancellations within three (3) months [90 days] of arrival, a fee of 50% of the total value per room cancelled will be charged.
- For all cancellations within two (2) months [60 days] of arrival, a fee of 100% of the total value per room cancelled will be charged.

Payment:

- 10% non-refundable deposit may be requested at any time during the booking process should Sanbona Wildlife Reserve receive a confirmed booking for the same dates. This will allow us to hold rooms in advance and decline any and all other business we get for the same dates.
- 50% of total group value must be settled three (3) months [90 days] prior to arrival.
- The balance, i.e. full pre-payment, of total group value must be settled two (2) months [60 days] prior to arrival.

PLEASE BE ADVISED THE ABOVE TERMS MAY NOT BE CEDED NOR ARE THEY NEGOTIABLE.

What to advise prior to arrival

- Where does the reservation originate from?
- How will guests arrive and depart?
- What time will guests arrive and depart?
- Do guests have any special occasion to celebrate?
- Do guests have any special dietary or other requirements?
- Contact number and email where guests can be contacted prior to arrival.

Bookings / More Information

T: +27 (0) 21 010 0028

E: reservations@sanbona.com

W: www.sanbona.com