



GAME RESERVE • TENTED CAMPS • LODGES

FACT SHEET Important Information

Thank you for choosing Sibuya Game Reserve [“Sibuya”]. The following information package is intended to give you the necessary information to maximise your Sibuya experience and we earnestly request that you take the time to read it through.

AIRPORT TRANSFERS

- Airport transfers can be prearranged with Reservations and are handled by accredited transporters or by Sibuya Game Reserve.

SCHEDULED ARRIVAL AND DEPARTURE BOAT TRANSFER TIMES

- Morning arrival: check in time at the Reception in Kenton On Sea is at 11:30. The boat transfer to the Camps or Lodges departs from Reception at 12:00 (noon).
- Afternoon arrivals at 15:30 **must be prearranged**. The boat departs for the Camps or Lodges at 15:30.
- Early departure from Camps or Lodges: 07:30 for 08:00. Arrival at Reception 08:30.
- Scheduled departures: 10:30. The boat will arrive at Reception from Camps and Lodges for check-out at 11:00.
- These scheduled boat transfers are included in the rate.
- Additional boat transfer times **must be** arranged in advance and will be charged at an additional cost.
- Reception should be notified **well in advance** of any unscheduled late arrivals. All late arrivals not arranged or communicated in advance will incur the additional cost of an unplanned boat transfer.
- Check in at Reception (39 Eastbourne Road, Kenton On Sea. Phone number: +27 (0)46 648 1040) at least half an hour before the boat departure times (Travel times: Chief Dawid Stuurman / The Gqeberha / Port Elizabeth Airport allow 80-100 min: King Phalo / East London Airport allow 120 min).
- For late arrivals a missed afternoon game drive will be replaced by a night drive.
- Complimentary safe parking is available in Kenton On Sea.

INDEMNITY

- We request your indulgence for a few minutes on arrival to complete and sign an Indemnity Form as our Insurers insist that guests travelling on boats and game vehicles comply. This is now standard throughout the industry.

MEDICAL CONDITIONS

- **Prior to arrival**, guests **must** notify Sibuya's Reservations Office of any pre-existing medical conditions. This includes any allergies, such as food or bee stings etc. Please understand the Camps and Lodges are situated in the bush and Doctors are not readily available.
- For guests who suffer from Sleep Apnoea and who travel with a Sleep Apnoea machine, we have one tent in both Forest and River Camp with a power socket for this purpose. The Lodges are equipped to accommodate these machines. **Please notify Reception in advance of guests traveling with Apnoea machines, so that we may allocate Camp accommodation appropriately.**
- Sibuya's Reservations Office should be informed in advance of any physical disabilities. This is essential as boat, vehicle or accommodation access may be compromised.

MALARIA

- As the Eastern Cape is malaria-free, prophylactics are not necessary.

PERSONAL INSURANCE

- It is the sole responsibility of guests to check that they carry the correct comprehensive Travel and Medical Insurance to cover themselves for the duration of their trip.
- Guests should ensure that they have full Medical, Emergency Evacuation and Repatriation cover for the full period of time that they are travelling.
- Sibuya's Insurance does not cover any travel eventualities. Therefore, we strongly recommend additional Insurance to cover cancellation or curtailment of trip.
- Under no circumstances can Sibuya refund or transfer unused bed-nights caused by such incidences, including damage, loss or theft of personal luggage, money or goods.

ACCOMMODATION

- River Camp: accommodates children of all ages.
- Forest Camp and Bush Lodge: only accommodate children over 12 years of age.
- Nel's Lodge: sole-use lodge accommodates children of all ages.
- Tented Camps, Bush Lodge and Nel's Lodge with King, Queen or single beds and sleeper couches for children sharing with adults or parents.
- All rooms have an en-suite bathroom apart from one room in Nel's Lodge which has a private bathroom.

DIETARY REQUIREMENTS

- Sibuya's Reservations Office **must be** informed in advance of any special dietary requirements. This is essential, as most catering is done in our main kitchen which is not situated at the Camps or Lodges.

CHILDREN

- Due to the proximity of River Camp to the river, it is recommended that children under the age of 3 are

supervised by an adult at all times.

- Special meals for children are offered on request, however as there is no charge for children under the age of 3, parents are requested to supply their own baby food.
- Baby-sitting facilities are offered at a nominal extra charge. We strongly recommend that parents with young children make use of this service to allow them time off to enjoy game drives.
- Up to the age of 12 children may share with adults at 50% of the adult rate.
- Children older than 12 years of age will be charged the full adult rate whether sharing with parents or staying in a separate tent.
- A guided game drive vehicle will be allocated to all bookings with children under the age of 6 years – there will be no extra charge.

ELECTRICITY

- **Bush Lodge and Nel's Lodge** use an integrated power solution which uses a combination of solar power and mains electricity therefore air conditioners, hairdryers and other electrical appliances may be used.
- **Forest and River Camp** have limited electrical connectivity. Lighting is provided by a solar system with emergency generator backup. There are plug points in the main Lodges for charging cell phones and camera batteries.
- **In the Camps** there is insufficient power for hairdryers and other electrical appliances.
- For guests' convenience, each Camp keeps most of the commonly used adapters.

EMAIL, INTERNET AND TELEVISION

- Wi-Fi is available in Reception and all venues in the main Lodges.
- Cell phone signal is intermittently available in the Lodges, Camps and on the Reserve.
- Television **is not available** at Sibuya. Although we prefer it that way, guests have the option of visiting a nearby pub or restaurant to watch major sporting events.
- We do however recommend that guests switch off and enjoy the tranquillity!

BAR

- Sibuya supplies most drinks on a complimentary basis. This includes spring water, non-alcoholic beverages, beers, basic spirits and a limited choice of fine South African house wines.
- Guests are welcome to bring their own wines, imported champagnes or spirits. Alternatively, guests may order in advance and Catering will arrange on their behalf for their account.
- A limited selection of premium wines is available on request at an additional cost.
- As plastic water bottles are one of the largest pollutants in the world today, Sibuya actively attempts to limit their carbon footprint by issuing all guests with a complimentary, re-usable, branded "Sibuya" water flask and we ask that you support us in our goal, by refilling these flasks with purified spring water freely available in the Camps and Lodges, rather than using a multitude of small plastic disposable commercial bottles of water.

ACTIVITIES

- Standard activities included in the daily tariff consist of boat transfers to and from the Reserve, two guided game drives in an open 4x4 vehicle, daily boat cruises, fishing, canoeing, bird watching, picnics, bush walking and swimming in the river. Bush Lodge and Nel's Lodge both have a heated swimming pool.
- Optional additional activities, which need to be booked in advance and attract an extra charge include spa treatments, cookery lessons with a connoisseur Chef, deep-sea fishing, golfing, specialist-guided bird watching and horse riding on the Reserve.
- The unpredictability of coastal weather means that some of these activities are weather dependent, and it is suggested that their viability is discussed with your Guide.

PACKING SUGGESTIONS

- We request that guests please pack lightly for their stay at Sibuya.
- Hand luggage is welcome on the boat. Other necessary luggage will be transported by vehicle to the Camps or Lodges. Excess baggage may be left in guests' vehicles which remain safe within a complimentary, secure parking area in Kenton On Sea.
- A sun hat, rain/warm jacket and long trousers are recommended even in Summer.
- Warm clothes especially for boat cruises and chilly river-bank evenings, despite weather predictions, are recommended.
- A good pair of binoculars.
- Camera.
- Sunblock is essential, preferably waterproof for swimming.
- Bathing costume.

FIREARM POLICY

- NO firearms will be allowed on the reserve under any circumstances. Guests travelling with firearms are expected to hand these in at the local Kenton On Sea police station for safekeeping during their stay at Sibuya. Alternatively, but not recommended, guests may leave firearms in their vehicles, outside the Reception area and not on Sibuya property.

RHINO CONSERVATION LEVY

- In March 2016, Sibuya suffered a horrific poaching attack in which three of our Rhino were slaughtered and their horns removed despite the best efforts of our Anti-Poaching Unit. A second devastating attack in April 2023, in which two females were shot dead and a baby shot and wounded, strengthened our resolve to protect these iconic animals.
- By necessity we have had to dramatically increase our protective capabilities to ensure the safety of these magnificent animals.
- We ask all our guests to please partner with us in an effort to protect our Rhino and the species as a whole.

WEDDINGS, CONFERENCES & ALL OTHER SPECIAL EVENTS

- Sibuya offers a number of options.
- Please direct all enquiries to marketing@sibuya.co.za.
- Website: www.sibuya.co.za.

EXTRAS AND CREDIT CARDS

- Daily tariffs exclude discretionary gratuities (see in-room folder for advice if unsure), non-scheduled boat and vehicle transfers, airport transfers, premium beverages and any other items not listed as inclusive.
- Any outstanding accounts must be settled at Reception prior to departure. Sibuya accepts payment by American Express, Diners Club, Master or Visa Cards.

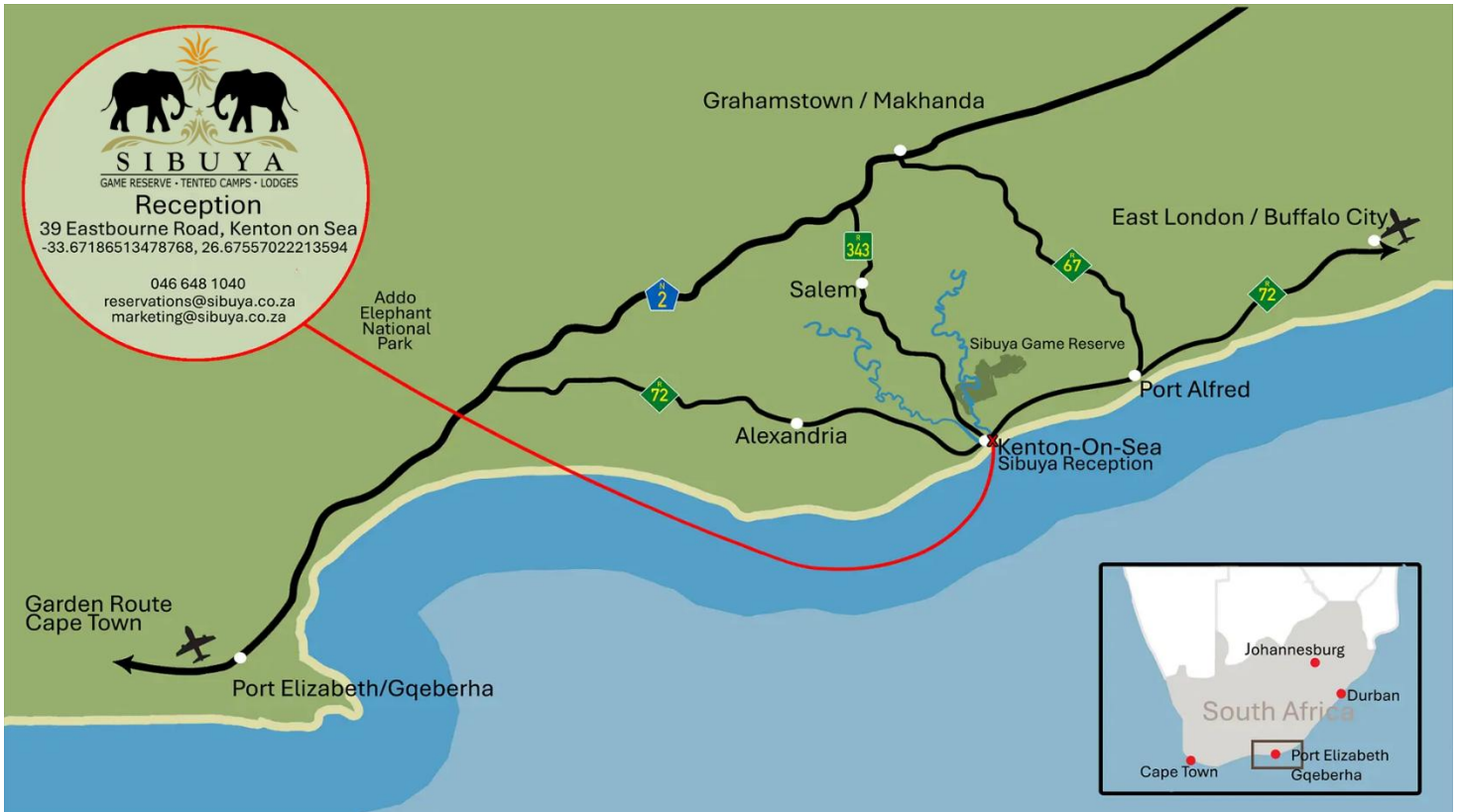
FEEDBACK

- It is important to us that we offer the very best experience and service to our guests.
- On returning home, you will be emailed a Guest Review form which we earnestly request that you complete. We also appeal to guests to independently share and review their experience on www.tripadvisor.com.

SELF-DRIVE DIRECTIONS AND MAP

- From Gqeberha / Port Elizabeth (journey time approx.80-100 minutes): follow the N2 east in the direction of Makanda / Grahamstown. After approximately 50kms leave the N2 and turn onto the R72 – follow signs to Sunshine Coast, Kenton On Sea and Port Alfred. After a further 70kms, turn right into the village of Kenton On Sea.
- From East London/Buffalo City (journey time approx. 100–120 minutes): follow the R72 west for about 120kms to Port Alfred and 20kms further, Kenton On Sea. Turn left into Kenton On Sea.
- From Makanda / Grahamstown (journey time approx. 40 minutes): follow the R343 south in the direction of Kenton On Sea. At its intersection with the R72, the R343 becomes Kariega Road.
- At Kenton On Sea: Continue along the main entrance road, called Kariega Road, through the first STOP street, at the second STOP street turn left into the last road before the river, Eastbourne Road.
- Our Reception at 39 Eastbourne Road has secure guest parking.
- Other approximate travel times: Oudtshoorn 6hrs, George 5hrs, Knysna 4 1/2hrs, Plettenberg Bay 4hrs, Cape St. Francis 3hrs, Jeffery's Bay 2 1/2hrs, Cape Town, Johannesburg and Durban 10hrs (excludes any road stoppages or roadworks).
- Guests are advised to keep the number of their car rental companies at hand as well as those of their insurance providers and medical aid, or travel insurance providers in the case of an emergency.
- Sibuya transfers carry public liability insurance.

Route map to Sibuya Game Reserve



We are looking forward to welcoming you!

Sibuya Reception +27 466481040 (Cell) +27 837001759

www.sibuya.co.za