

Ukubuya Lodge 523 – Terms & Conditions

1. General

Ukubuya Lodge 523 is a privately owned, self-catering unit located within Kruger Park Lodge, Hazyview. By confirming a booking, guests acknowledge and agree to these Terms & Conditions.

2. Booking & Payment

- A booking is confirmed only once full payment (or the required deposit) has been received.
 - Proof of payment must be provided within 24 hours to secure the reservation.
 - Rates are subject to change until a booking is confirmed in writing.
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3. Check-In & Check-Out

- Check-in: From 16h00
 - Check-out: By 10h00
 - Early check-in or late check-out may be arranged in advance, subject to availability and additional fees.
 - Guests must present valid identification at check-in if requested by estate security.
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4. Occupancy

- Only the number of guests stated on the booking may occupy the unit.
 - No additional overnight visitors are permitted without prior approval.
 - Maximum occupancy limits set by Kruger Park Lodge must be strictly adhered to.
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5. Self-Catering & House Rules

- The unit is self-catering; guests must supply their own food, beverages, and consumables that is not provided.
 - Please leave the unit in a reasonably tidy condition upon departure.
 - Smoking is strictly prohibited inside the unit.
 - No pets are allowed on the property or within the estate.
 - Noise levels must be kept low at all times, especially after 22h00, in accordance with estate rules.
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6. Breakages & Damages

- Guests are responsible for any loss, breakage, or damage to the property, furniture, appliances, or décor.
 - Any damages must be reported immediately.
 - Repair or replacement costs may be charged after check-out.
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7. Estate Rules

- All guests must comply with the rules and regulations of Kruger Park Lodge.
 - Failure to comply may result in removal from the estate without refund.
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8. Safety & Liability

- Guests stay at Ukubuya Lodge 523 entirely at their own risk.
 - The owners are not liable for:
 - Loss, theft, or damage to personal belongings
 - Injury or accidents occurring in the unit or on the estate
 - Power outages, water interruptions, or estate-related maintenance issues beyond our control
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9. Cleaning

- A standard departure clean is included in the booking.
 - Excessive mess may result in an additional cleaning fee.
 - Daily servicing can be arranged at an extra cost, subject to availability.
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10. Cancellations & Refunds

- **100% of the Total Booking Amount *Forfeit applies if the guest cancels 7 days or less before arrival.***
- **100% of the Deposit *Forfeit applies if the guest cancels 14 days or less before arrival.***
- **50% of the Deposit *Forfeit applies if the guest cancels 21 days or less before arrival.***
- **25% of the Deposit *Forfeit applies if the guest cancels 30 days or less before arrival.***

Additional Conditions

- All cancellations must be submitted in writing.
 - No refunds are issued for early departures, no-shows, or unused services.
 - Date changes are subject to availability and may be treated as a cancellation if requested within the penalty periods above.
 - Refunds (where applicable) will be processed within 7–10 working days.
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11. Security

- Kruger Park Lodge provides 24-hour security; however, guests are responsible for:
 - Locking doors and windows when leaving the unit
 - Not leaving valuables unattended
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12. Wildlife & Environment

- The estate is home to wildlife. Guests may not feed, chase, or disturb animals.
- Littering is strictly prohibited.
- Guests must exercise caution when walking around the estate.

13. Acceptance

By booking and staying at Ukubuya Lodge 523, guests confirm that they have read, understood, and accepted these Terms & Conditions.
