

General Terms and Conditions (GTC)

Rates

Rates are per night and are subject to change without prior notice unless already paid.

Payment Terms

A 50% deposit is due upon confirmation of the booking, with the remaining 50% due 4 weeks prior to arrival.

If a guest opts to pay the deposit via EFT (electronic transfer), payment must be made within 12 hours of booking confirmation. If payment is not made within this time frame, we reserve the right to cancel the booking.

For bookings made within 30 days of the arrival date, full payment is required at the time of booking.

Cancellation Policy

This is a strict cancellation policy, including Covid-related cancellations/postponements unless we are able to fill the booking.

1. If cancelling 14 days before arrival, 100% of the total will be forfeited.
2. If cancelling 21 days before arrival, 50% of the total will be forfeited.
3. If cancelling 30 days before arrival, 25% of the total will be forfeited.

For exclusive bookings of the villa, the cancellation policy is as follows:

1. If cancelling 30 days before arrival, 100% of the total will be forfeited.
2. If cancelling 60 days before arrival, 50% of the total will be forfeited.
3. If cancelling 90 days before arrival, 25% of the total will be forfeited.

In case of exceptional circumstances (e.g., illness or emergencies), we are open to discussing alternative arrangements depending on availability. Please inform us as early as possible.

Check-in & Check-out Times

Check-in Time: 2:00 PM - 7:00 PM

Check-out Time: 11:00 AM

External Visitors

Bosveld Villa is a private property. We have a strict security policy, and for security reasons, we do not accept external visitors. Only booked and registered guests are permitted entry. Exceptions can only be made by prior arrangement with the management.

Access and Speed Limit

Bosveld Villa is not responsible for access controls, speed limits, and other rules in Marloth Park.

Cleaning/Service

Our units are serviced daily. If you do not wish to be disturbed, please inform the Manager by 8:00 PM the day before.

Children

Children can be accommodated under the full responsibility of the parents. Regular rates apply, and no extra equipment is provided.

Kids at Villa:

- From the age of 12 years or by arrangement. Children from 12 years old pay the full price for meals.
- Double rooms can only be occupied by 2 people, an extra bed is only possible in the suite.

Unfenced Pool and Raised Deck

Our villa has an unfenced pool and a raised deck. Guests use both areas at their own risk and are fully responsible for their children.

Pets

Pets are not allowed.

Loadshedding

Power outages and loadshedding according to the government schedule may occur at any time. Bosveld Villa is not responsible for any damage resulting from them.

Smoking

Smoking is strictly prohibited inside the building. Ashtrays can be provided for outdoor areas.

Fire

We live in an area that becomes highly flammable during the dry season. Please exercise caution with fire sources such as barbecues and cigarettes. Cigarette butts must be disposed of properly, and fires should never be left unattended. It is prohibited to collect firewood. Fires are only allowed in the designated barbecue area, and the fire must only be lit by the Lodge staff. Each unit is equipped with fire extinguishers.

Drones

The use of drones is not permitted due to local laws.

Parties

Due to local regulations, playing loud music or disturbing the peace in any way is not allowed.

Hunting and Shooting

Hunting and shooting are strictly prohibited, as is the removal of any natural materials (e.g., plant life, rocks, bones).

Damages

Please report missing or damaged items to the Manager. A full inventory is conducted before and after the stay, and missing or damaged items will be invoiced.



Walking During the Day

Please walk only on designated paths. After sunset, walking is only allowed on the lit paths between units. Even though this is not a Big Five reserve, you are in the bush!

General

- Approaching or catching animals is strictly prohibited.
- Feeding animals is at your own risk.
- You are in a wildlife area, and animals must be respected. Never approach an animal, stay calm, and move slowly and quietly. If an animal does not move, change direction calmly and give it a wide berth.
- No littering: Litter is harmful and even life-threatening to animals. Please dispose of your litter properly and collect any litter you find along the way.
- No fireworks.
- Please respect the privacy of other guests as you would like yours respected.

Disclaimer

The management and staff of Bosveld Villa (Pty) Ltd and anyone else associated with the property will not be held liable for any loss, damage, injury, or illness incurred or suffered by any guests or any other person while on Bosveld Villa premises. Guests must always behave respectfully toward other guests and the resident animals.

Insurance Recommendation

It is recommended that all guests take out travel insurance that covers cancellations and unforeseen events that may occur during their stay. Bosveld Villa assumes no liability for damages or losses not covered by our own insurance.

Jurisdiction and Applicable Law

These terms and conditions are governed by the laws of South Africa. In the event of any disputes or legal proceedings arising from or in connection with your booking, the court in Mpumalanga, South Africa, will have jurisdiction. Guests agree that all legal proceedings and claims will be conducted in accordance with South African law.