TERMS AND CONDITIONS

of booking, 2026 / 27

ISILEMBE

Valid 18 October 2026 to 31 December 2027 · Version 1.0 · Issued October 2026

1. Application

1.1 These terms apply to every reservation at Isilembe, operated by Isilembe Big 5 Reserve (Pty) Ltd ("Isilembe"), whether made directly or through a tour operator or travel agent. By paying a deposit the guest, or the agent on the guest's behalf, accepts them.

1.2 Where a trade agreement exists between Isilembe and an agent, that agreement governs the commercial terms between Isilembe and the agent.

2. Rates

2.1 Isilembe publishes one rate that applies on every night of the year, valid 18 October 2026 to 31 December 2027. Rates are in ZAR and include 15% VAT.

2.2 A conservation levy of R 250 per person per night is charged in addition to the rate on every booking and funds conservation and anti-poaching work on the reserve.

2.3 Rates may change before a booking is confirmed. Rates may vary and are subject to change on written notice. A confirmed booking secured by deposit is honoured at the rate confirmed, save for changes in government taxes or levies.

2.4 Deluxe Suites are charged per person per night for two guests sharing; single occupancy is not offered. We welcome discussing each guest's unique preferences to ensure we place them in the right environment. Sycamore Fig House and Baobab House are charged per house per night for the occupancy shown on the rate sheet; additional guests are quoted on request.

3. Inclusions

3.1 The rate includes accommodation, all meals, house beverages, two shared game drives a day, guided walks on request, laundry, WiFi and return transfers between the Isilembe airstrip and the lodge.

3.2 The rate excludes the conservation levy, premium and imported beverages, spa treatments, private vehicles, off-reserve excursions, flights and road transfers, boutique purchases, gratuities, and insurance.

4. Reservations and payment

4.1 Provisional bookings are held for 7 days. A 20% non-refundable deposit is required within that time to confirm the booking, after which unconfirmed space is released without notice.

4.2 The balance is due 30 days before arrival. Bookings made within 30 days of arrival are payable in full on confirmation.

4.3 Payment is accepted in ZAR by EFT, or by credit card through Isilembe's secure payment link. Bank charges are for the payer's account. Isilembe will never change its banking details by email.

4.4 Isilembe may cancel any booking for which payment is not received on time, in which case cancellation charges apply.

5. Cancellation

5.1 Cancellation charges, calculated on the total booking value, are: more than 45 days before arrival, the 20% deposit is retained; 45 to 30 days before arrival, 50%; 29 days or less before arrival, or no-show, 100%.

5.2 A reduction in nights or guests is treated as a cancellation of that part of the booking. No refund is given for late arrival, early departure or unused services.

5.3 All reservations, amendments and cancellations are valid only once advised and accepted in writing.

5.4 Comprehensive travel insurance covering cancellation, curtailment, medical expenses and evacuation is strongly recommended.

6. Children

6.1 Children of all ages are welcome. In Deluxe Suites, children under 3 stay free; 3 to 5 years are charged at 25%; 6 to 11 years at 50%; 12 years and older at the full adult rate. Age is taken on the date of arrival. The house rates include the children shown.

6.2 A maximum of two children under 13 may share a Deluxe Suite with two adults. Children must be supervised by a parent or guardian at all times, including around the pool and in the lodge grounds, which are unfenced.

6.3 For safety, children under 6 may only join game drives on a private vehicle booked in advance. Guides may restrict any child's participation in an activity at their discretion.

7. Safety and conduct

7.1 Isilembe is an unfenced Big 5 reserve with dangerous free-roaming animals. Every guest signs the Isilembe indemnity on arrival and must follow the instructions of staff and guides at all times.

7.2 Guests must not walk unaccompanied after dark, leave the vehicle on a game drive unless told to by the guide, or feed any animal.

7.3 Isilembe may refuse or end the stay of any guest whose conduct endangers people, wildlife or property, without refund.

7.4 Activities depend on weather, wildlife and conditions. Sightings of particular species cannot be guaranteed.

8. Health

8.1 Isilembe is in a low-risk malaria area. Guests are responsible for taking medical advice before travel and for advising Isilembe of any medical condition, allergy or dietary requirement at the time of booking.

8.2 The lodge is some distance from hospital facilities. First aid is available on site and emergency evacuation is arranged at the guest's cost.

9. Liability

9.1 Isilembe, its directors, staff and agents are not liable for any loss, damage, injury, illness or death suffered by a guest, except where caused by gross negligence or wilful misconduct, to the extent permitted by law.

9.2 Isilembe is not responsible for loss of or damage to guests' property. Valuables are kept at the guest's own risk.

9.3 Guests are liable for any damage they cause to Isilembe property.

10. Force majeure

10.1 Isilembe is not liable for failure to provide services caused by events beyond its control, including natural disaster, flood, fire, epidemic, government action, civil unrest, or the failure of utilities or transport. Where a booking cannot proceed for such a reason, Isilembe will offer alternative dates within 12 months, with amounts paid held as credit.

11. Personal information

11.1 Isilembe processes guests' personal information only to provide the booked services and meet its legal obligations, in accordance with the Protection of Personal Information Act 4 of 2013.

12. Photography and drones

12.1 Guests may photograph wildlife and the lodge for personal use. Commercial photography or filming requires Isilembe's written consent. Drones may only be flown with Isilembe's written permission.

13. General

13.1 These terms are governed by the laws of the Republic of South Africa. Isilembe may update these terms from time to time; the version current at the date of confirmation applies.

Isilembe Big 5 Reserve (Pty) Ltd · Registration 2019/505696/07 · VAT 4130289962 · Floor 5, Umhlanga Arch, 1 Ncondo Place, Umhlanga Ridge, KwaZulu-Natal, 4320