

Kaelo Destinations

Combined General Terms and Conditions

These General Terms and Conditions apply to all reservations made with Kaelo Destinations and its portfolio of properties, including Mashatu (Botswana) and Pambele (Mozambique). These Terms and Conditions should be read together with the Property-Specific Schedules set out in Sections B and C below.

A. General Terms and Conditions (Applicable to All Kaelo Destinations Properties)

1. Definitions

- 1.1. Kaelo Destinations refers to the operating and marketing entity representing Mashatu and Pambele.
- 1.2. Guest refers to any person staying at a Kaelo Destinations property.
- 1.3. Travel Company / Agent / Operator refers to the party making the reservation on behalf of the Guest.

2. Governing Law & Jurisdiction

- 2.1. These General Terms and Conditions are governed by and interpreted in accordance with the laws applicable to the country in which the relevant property is located, as detailed in the Property-Specific Schedules.



2.2. The courts of the applicable jurisdiction shall have exclusive jurisdiction.

3. Guest Conduct & Right of Refusal

3.1. Guests are required to comply with all lodge rules, safety briefings, guide instructions, and applicable laws.

3.2. Kaelo Destinations reserves the right, without refund, to refuse accommodation, terminate activities, or require a Guest to leave the property due to misconduct, unsafe behaviour, intoxication affecting safety, harassment, wildlife interference, or illegal activity.

4. Health, Safety & Fitness to Travel

4.1. Guests warrant that they are medically, physically, and mentally fit to participate in activities.

4.2. Guests must disclose relevant medical conditions, allergies, mobility limitations, or special requirements prior to arrival.

4.3. Kaelo Destinations reserves the right to restrict participation in activities where safety concerns exist.

5. Wildlife, Marine & Environmental Risk Acknowledgement

5.1. Guests acknowledge that safari, marine, wilderness, and adventure activities take place in unfenced, natural environments.

5.2. Wildlife and marine encounters are inherently unpredictable, and participation is undertaken at the Guest's own risk.

6. Environmental & Conservation Compliance

6.1. Guests must comply with conservation regulations, park rules, marine sanctuary requirements, and community agreements.



6.2. Removal of flora, fauna, shells, artifacts, or natural materials is strictly prohibited.

6.3. Drone usage is prohibited unless prior written permission is granted by management.

7. Photography, Media & Image Rights

7.1. Kaelo Destinations may use non-identifiable images or footage of Guests for marketing purposes unless written objection is received prior to arrival.

7.2. Commercial filming, influencer content creation, or photography involving staff requires prior written approval.

8. Data Protection & Privacy

8.1. Personal data is collected and processed in accordance with applicable data protection legislation, including POPIA and GDPR where applicable.

8.2. Guest information may be shared with third parties strictly for operational, legal, or emergency purposes.

9. Anti-Bribery, Ethics & Compliance

9.1. Kaelo Destinations maintains a zero-tolerance policy toward bribery, corruption, and unethical conduct.

9.2. Kaelo Destinations reserves the right to terminate any agreement arising from ethical or legal breaches.



10. Agent & Operator Responsibilities

10.1. Travel Companies are responsible for communicating these Terms to Guests and ensuring compliance.

10.2. Kaelo Destinations shall not be liable for errors, omissions, or misrepresentations by third-party agents.

11. Currency, Exchange Rates & Taxation

11.1. Exchange rates applied are at Kaelo Destinations' discretion based on prevailing banking rates.

11.2. Government taxes, levies, and statutory charges are subject to change and may be passed on without prior notice.

12. Subcontracting & Third-Party Services

12.1. Certain services are operated by licensed third-party providers.

12.2. Kaelo Destinations acts as an intermediary where applicable and shall not be liable for acts or omissions of such providers.

13. Complaints & Dispute Resolution

13.1. Any complaints should be raised during the Guest's stay where possible or in writing within 14 days of departure.

14. Force Majeure

14.1. Kaelo Destinations shall not be liable for failure to perform due to events beyond reasonable control.



15. Business Interruption & Closure

15.1. Kaelo Destinations reserves the right to suspend or modify operations due to safety, weather, or governmental directives.

16. Intellectual Property

16.1. All branding, trademarks, and content remain the intellectual property of Kaelo Destinations.

17. Severability & Governing Language

17.1. If any provision is deemed unenforceable, the remaining provisions shall remain in full force.

17.2. The English version of these Terms and Conditions shall prevail.

18. Travel Insurance

18.1 It is strongly recommended that all guests obtain comprehensive travel insurance coverage prior to their stay. Travel insurance should include, but not be limited to, protection against cancellation, curtailment, medical expenses, personal injury, loss or damage to personal belongings, and any other unforeseen circumstances that may affect travel plans.



A1. Booking Confirmations, Provisional Bookings, Deposits & Cancellations (Applicable to All Kaelo Destinations Properties)

1. Booking Confirmations & Provisional Bookings

1.1 Standard Holding Period

Provisional bookings may be held for a maximum of **14 days** from the date of capture on the reservation system. If not confirmed within this period, Kaelo Destinations reserves the right to automatically release the booking.

1.2 Peak & High Season Exceptions

For bookings made **within 90 days of travel** during high or peak season, provisional bookings may be held for a maximum of **7 days**. For bookings made **within 30 days of travel**, provisional bookings may be held for a maximum of **48 hours (2 business days)**.

1.3 Green & Shoulder Season Exceptions

For bookings made **more than 12 months in advance** during green or shoulder seasons, provisional bookings may be held for a maximum of **21 days (3 weeks)**.

2. Competing Booking Requests

2.1 Should a confirmed booking request be received for dates currently held provisionally:

- The provisional booking holder will be notified immediately.
- They will have **48 hours** to confirm the booking with deposit or release the space.



- If no response is received within 48 hours, the space will be released automatically.
- The new booking party will have **48 hours** to pay their required deposit. Should they subsequently cancel, standard cancellation fees will apply.

3. Deposit & Payment Policies

Unless otherwise agreed in writing, the following payment policy applies across all Kaelo Destinations properties:

- **25% deposit** required within **7 days of confirmation**.
- **75% balance** payable no later than **60 days prior to arrival**.

Failure to meet payment deadlines will result in automatic release of the booking and reversion of deposit policy.

4. Cancellation Policy

- More than 90 days prior to arrival: **10% administration fee**
- 90–60 days prior to arrival: **25% cancellation fee**
- 59–31 days prior to arrival: **75% cancellation fee**
- Less than 30 days prior to arrival: **100% cancellation fee**
- No-shows and early departures: **100% of total booking value**

Cancellation fees are calculated on the **contracted rate per bed night**. A **10% administration fee** will be levied on all refunds, calculated on funds held at time of cancellation. All amendments and cancellations are valid only if confirmed **in writing**.



5. Promotions & Special Rates

All promotional or special-rate bookings require 100 % pre-payment at time of confirmation. Payment must be received on the same day the reservation is confirmed.

These rates are non-refundable, non-transferable, and strictly full pre-payment.

Reservations are secured only upon receipt of full payment. Failure to pay within the required timeframe will result in automatic release of the booking and reversion to standard rack rates where applicable.

B. Mashatu – Property-Specific Schedule (Botswana)

1. Definition

Mashatu refers to Kaelo Destinations (Pty) Ltd, Mashatu Nature Reserve (Pty) Ltd, Mashatu Game Reserve, including Mashatu Euphorbia Villas, Mashatu Lodge, Tuli Safari Lodge Mashatu, Mashatu Tent Camp, Kolokolo, Shalimpo, Fika Futi, Walk Mashatu and all bona fide concessionaires.

2. Governing Law

Botswana law applies to all Mashatu reservations and transactions.

3. Check-In, Check-Out & Transfers

Check-in: 14h00 | Check-out: 11h00

- Pick-ups: Pont Drift Border Post & Limpopo Valley Airfield at 13h00; Mathathane Village at 12h00



- Transfers are by road; times are subject to passenger numbers and flight schedules. No charge applies for transfers between Limpopo Valley Airfield and scheduled flights

4. Children Policy

- Mashatu Euphorbia: No children under 16
- Mashatu Lodge & Tuli Safari Lodge Mashatu: All ages welcome under supervision
- Mashatu Tent Camp: No children under 12
- Kolokolo & Shalimpo: All ages welcome
- Proof of age required at check-in

5. Tour Leader / Guide Policy

Guide Room (B-grade) accommodation applies. Includes accommodation, meals, and laundry only. Activities and game drives subject to availability and management discretion

6. FIT Policy

- 25% deposit required to confirm
- Full prepayment due 60 days prior to arrival

7. Group Policy

- Groups are defined as 50% or more of camp occupancy
- 10% non-refundable deposit required
- Additional staged payments apply



- Final numbers due 60 days prior to arrival

8. Payments

- Payments accepted in USD, ZAR, or BWP
- Bank charges are the responsibility of the payer
- Credit cards accepted subject to verification and authorisation
- Cheques are not accepted

C. Pambele – Property-Specific Schedule (Mozambique)

1. Governing Law

Mozambican law applies to all Pambele reservations and transactions.

2. Operating Hours & Transfers

Check-in: 14h00 | Check-out: 11h00

- Boat transfers operate between 06h00 and 16h00, daylight hours only
- Guests must walk through shallow water to board and disembark boats
- Helicopter transfers available on request via licensed third-party operators

3. Seasonality & Weather

- Green Season: November to March (rainy and cyclone season)
- Pambele is closed during February
- Travel during Green Season is at the Guest's own

risk



4. Activities

- Activities operated exclusively by trained Pambele staff
- Subject to weather, safety, and availability
- Age, health, and fitness restrictions may apply

5. Travel Documents & Medical

Guests are responsible for passports, visas, health requirements, and insurance. Medical conditions must be disclosed in advance

6. Cancellation & Non-Compliance

Pambele reserves the right to cancel or refuse reservations for non-compliance with these Terms and Conditions

7. Variation & Waiver

Any variation or waiver must be confirmed in writing

