

Terms and Conditions

VERSION 2026.09 EFFECTIVE FROM 09/23/26

Contact Information and Property Details

Reservations

info@fewandfarcollection.com

(+27) 78 494 5083

+1 888 299 5962

The contracting supplier is Few & Far (Pty) Ltd (registration number 2021/355546/07 with address Paradise Farm, R523, Waterpoort, 0920, Limpopo), referred to in these terms as the Company.

Rates

Accommodation rates are quoted in South African rand per person per night and include VAT. The rate and compulsory charges applicable to a booking will be disclosed before payment. Rate changes will not affect a confirmed booking unless the guest requests a change to the dates, room type, number of guests or itinerary.

- Rates exclude the mandatory community and conservation levy of ZAR 1,850 per adult per night and ZAR 900 per child per night. The booking confirmation will state the total levy payable, the applicable age categories, whether VAT is included and any reduced rate available to qualifying SADC guests.
- The inclusions and exclusions applicable to the selected rate will be set out in the booking confirmation and the rate information supplied before payment.
- A minimum stay of two nights is required.

Property Details

Room Occupancy

- Maximum two adults sharing per suite.
- A maximum of three children up to and including 17 years of age may share a suitable suite with two adults, subject to the stated maximum occupancy and available bedding.
- A maximum of three children aged 12 to 17 may share a suitable suite only where permitted by the suite configuration and the Company's occupancy and supervision requirements.
- Six suites are available at Few & Far Luvhondo.
- Check-in is from 14:00 on the arrival date.
- Check-out is by 10:00 on the departure date.
- Packed picnic lunches may be arranged for arrival or departure, subject to advance request and any charge confirmed at the time of ordering.
- Early check-in and late check-out may be requested but are subject to availability and any charge confirmed in advance. Where a late check-out room is unavailable, departing guests may use designated common areas until their departure time, subject to lodge arrangements.
- Pets are not allowed.
- Children must be supervised by a responsible adult. The booking confirmation must identify the approved occupancy and bedding arrangements for each suite.

Reservations Terms and Conditions

Reservations

- Applications for provisional or confirmed reservations may be made by email to info@fewandfarcollection.com, by telephone on +1 888 299 5962 or (+27) 78 494 5083, or through www.fewandfarluvhondo.com.

FEW & FAR LUVHONDO

- A reservation is confirmed only when the required deposit has been received and the Company has issued written confirmation to the lead guest.
- The lead guest must provide the information reasonably required to process and safely deliver the reservation, including each guest's first and last name.
- Dates of birth, but only where required to determine an age-related rate, levy, permit or activity requirement.
- Preferred arrival and departure dates.
- Expected arrival time.
- Arrival and departure points and relevant airline, charter or transfer details. Nationality will be requested only where needed for an applicable rate, levy, permit or legal requirement.
- Passport copies will be requested only where required to process a specified permit, flight or transfer.
- Dietary requirements may be provided to assist the lodge in preparing for the stay.
- Guests are encouraged to disclose medical, mobility or health information that is relevant to their safety or the safe delivery of services. Only information reasonably necessary for that purpose should be provided.
- Special occasions or celebrations may be provided on an optional basis.
- Personal information will be processed in accordance with the Company's privacy notice. That notice must explain the purpose of collection, the information required or optional, retention, security, guest rights and any sharing with reservation systems, payment providers, conservation authorities, transfer operators, aviation providers or other service providers.

Booking Terms

- A minimum stay of two nights applies.
- A provisional reservation may be held for up to 14 calendar days. Any extension must be agreed in writing and remains subject to availability.
- A **30% non-refundable deposit is required** to confirm the booking.
- The Company must receive the invoiced amount in full. The guest is responsible for originating and intermediary bank charges. Any refund of an international payment will be made in the original payment currency where practicable, less lawful bank charges, and the Company is not responsible for exchange-rate movements.
- Payments must be made in South African rand using a payment method approved by the Company. Extras may be paid at the property by Visa, Mastercard or American Express. Card information must be supplied only through an approved secure payment channel and not by ordinary email.
- The Company may amend its rates and terms prospectively. An amendment will not adversely alter a confirmed booking unless required by law or agreed in writing with the lead guest.

Cancellation Policy

Notice before arrival	Cancellation charge
61 days or more prior to arrival	30% of the total reservation
Within 60 days of arrival	100% of the total reservation
Community and conservation levy	Non-refundable, however transferable in case of postponement.

- Any amount refundable after applying the cancellation policy will be processed within the period confirmed by the Company, using the original payment method where practicable and less lawful bank charges.
- Cancellations must be received in writing and are effective only when acknowledged in writing by the Company.
- Cancelling with less than 60 days prior to the trip is non-refundable.

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No Refunds

- No refund is given for travel time lost because of delays outside the Company's control, except where applicable law provides otherwise.
- Where circumstances beyond the Company's reasonable control require alternative arrangements to protect guest safety, the Company will act reasonably and will not be liable for loss that applicable law permits it to exclude.
- No-shows, late arrivals and early departures will be charged for the booked stay, subject to the cancellation policy and applicable law.

General Terms and Conditions

- The force majeure provisions in the Cancellation Policy apply to events beyond a party's reasonable control, including civil unrest, war, strikes, natural disasters, epidemics, terrorism and government-ordered closure or restraint. Nothing in these terms excludes liability or a remedy that cannot lawfully be excluded.
- To the extent permitted by law, the lead guest is responsible for loss or damage caused intentionally or negligently by the lead guest or another person included in the booking. This provision does not exclude or limit liability for the Company's gross negligence or any other liability that cannot lawfully be excluded.
- The Company may require a payment-card pre-authorisation or other reasonable security for incidental charges. Card details must be collected and stored only through an approved secure process.
- The Company may carry out reasonable repairs, maintenance, renovations and upgrades. Where practicable, the Company will notify affected guests before arrival of prolonged or material work that is reasonably expected to affect their stay.
- Guests must comply with reasonable lodge rules and safety instructions, supervise children, respect other guests and lodge personnel, and avoid unlawful, dangerous or materially disruptive conduct. The Company may require a guest to leave for serious misconduct, subject to applicable law.
- Any material risks associated with wildlife, hiking, aerial activities, vehicles, swimming or other activities must be disclosed conspicuously before participation and addressed in an appropriate activity-specific safety acknowledgement.

Disputes

A guest should raise a complaint as soon as reasonably possible with lodge management at info@fewandfarcollection.com so that the Company has an opportunity to address it. These terms do not prevent a guest from using any consumer complaint, ombud, regulatory or court process available under applicable law. Subject to those rights, the courts of the Republic of South Africa have jurisdiction.

Consent and Online Acceptance

Before payment, the lead guest must be given access to these terms and must actively confirm acceptance through an unticked online checkbox or another clear written process. The Company should retain the accepted document version, booking reference, date and timestamp. By accepting, the lead guest confirms authority to make the booking and to communicate relevant booking information to the other guests, but does not waive any non-excludable right.

Jurisdiction

These terms are governed by the laws of the Republic of South Africa. No alteration is binding unless agreed in writing by an authorised representative of the Company and the lead guest, except for a prospective amendment that does not affect a confirmed booking. Nothing in these terms excludes any law or consumer right that applies regardless of the parties' agreement.