

# MOKOLODI NATURE RESERVE

## TERMS AND CONDITIONS, RULES AND REGULATIONS, GUIDELINES AND INFORMATION

- Due to the nature of our activities as well as the presence of wild animals, ALL guests are required to sign the Mokolodi Nature Reserve indemnity prior to participation in activities or access into the Reserve. Mokolodi Nature Reserve reserves the right to deny access if the indemnity forms are not signed.
- Unfortunately, no private vehicles are allowed to drive to any of the facilities. Friends of Mokolodi Members are only entitled to do a self-drive game drive (Terms and Conditions apply).
- Mokolodi offers a shuttle service to the World's View/Boma, departing from 30 minutes prior to the start of the conference/function as vehicles fill, with the last vehicle departing at the conference/function start time. Please be patient while you wait for the next available vehicle. Late arrivals will be transported, pending vehicle availability, to the facility. Special arrangements must be made for late arrivals of delegates/speakers wanting to be taken to the venue. PLEASE NOTE: Mokolodi Nature Reserve reserves the right to charge separately (P35.00 per person one-way) for any late arrivals or additional trips. ADDITIONAL TRANSFERS NOT INCLUDED IN THE ORDER WILL NOT BE TAKEN TO THE SITE.
- Each booking includes one site visit, before the conference/function date. Please make **prior** arrangements for any special setup requirements; this cannot not be done after hours.
- Site Visits must be pre-booked to ensure availability of a staff member and a vehicle.
- You are kindly advised **not** to bring your own alcoholic beverages on to the premises when participating in organised activities or events that are offered and operated by Mokolodi Nature Reserve, its partners, tenants or staff. Alcoholic beverages purchased on the property are not permitted to leave the premises. Drinks are allowed on the transport vehicle **ONLY** if a group has sole use of a Mokolodi Nature Reserve vehicle and the drinks are purchased from Mokolodi Nature Reserve. Drinks are available for purchase from our Curios Shop/Tea Garden.
- The booking sheet must be filled in in order to receive an official quotation.
- Please advise us upon quotation request if there are any dietary or drinks requirements.
- All / Any changes in booking/function/conference requirements, etc. **MUST BE DONE IN WRITING**. If you do not have proof of your request and that it was received by Mokolodi Nature Reserve, Mokolodi Nature Reserve will not be held liable for such changes.
- An enquiry or a quotation does not constitute a provisional booking unless specifically requested.
- A provisional booking will be kept for 4 days.
- In order to secure your reservation a 50% deposit or GPO is required.
- **Full payment for non GPO functions must be made 72 hours prior to the conference/function date.**
- **If full payment is not received 72 hours prior to your conference/function it will automatically be presumed to be cancelled.**
- Preference will be given to an order or upfront payment made for a specific date.

- **NB: It is up to the customer to ensure that proof of payment is received by Mokolodi Nature Reserve thus confirming the booking. NO PAYMENT/GPO, NO BOOKING.**
- **CANCELLATIONS: NO NEGOTIATIONS OR DISCUSSIONS WILL BE ENTERED INTO.**

Cancellations will result in the following cancellation fees being charged:

- Cancellation of any confirmed conference/function between two months and two weeks will incur a 10% administration fee.
- A cancellation two weeks prior to your conference/function date will incur a 50% cancellation fee
- One week to 48 hours prior to your conference/function date will incur an 80% cancellation fee
- Within 48 hours prior to your conference/function date a 100% cancellation fee will be charged

**NB: BOOKINGS ARE NOT CONSIDERED BOOKED UNLESS PAYMENT OR PURCHASE ORDER HAS BEEN RECEIVED BY MOKOLODI NATURE RESERVE. PLEASE ENSURE YOU HAVE WRITTEN CONFIRMATION THAT THE STAFF OF MNR HAVE RECEIVED YOUR PAYMENT, PURCHASE ORDER OR ANY OTHER REQUIRED INFORMATION.**

#### **Do's and don'ts for a pleasant stay**

##### **Do:**

- ✓ Enjoy the tranquillity of nature;
- ✓ Go for a game drive (be sure not to be out after 6pm);
- ✓ Take pictures of animals passing by;
- ✓ Use our facilities that is why they are there;
- ✓ Report anything broken, missing or not working;
- ✓ Familiarise yourself with emergency numbers/procedures/panic button (please note that running out of firewood is not an emergency).

##### **Do Not:**

- ✓ Smoke inside the chalets;
- ✓ Make excessive noise inside or outside the chalet – you are in a nature reserve with guests and animals around;
- ✓ Litter – please respect the Reserve and its animals; please throw away your litter and be so kind as to pick up any you may come across;
- ✓ Leave windows open when unattended - Baboons WILL invade and create a mess, Mokolodi Nature Reserve will not be held responsible for the damage caused or the cleaning;
- ✓ Feed animals – they are not pets. Feeding may result in them being put down as they become a nuisance and a danger to other people;
- ✓ Walk outside the chalet areas – you may encounter animals a lot bigger, faster and stronger than you;
- ✓ Remove anything from the chalets – face cloths, towels, bedding, etc..

Please follow these requirements to make your and other fellow guest's visit enjoyable. Please also note that violation of the Reserve's Rules and Regulations is viewed in a serious light and may result in you being asked to leave the property.

### **Check in and check out times**

Check-in is possible from 14h00 on the day of arrival.

Check-out must be before 10h00 on the day of departure to enable cleaning for the next guests.

***PLEASE NOTE: DO NOT FORGET TO RETURN THE KEY TO THE RECEPTION AND COLLECT YOUR P100 DEPOSIT AFTER CHECK OUT!!!***

The Mokolodi reception is open from 07h00 till 19h00 in summer and 07h30 till 18h30 in winter.

### **Reserve access times (Gate Times)**

Access into the Reserve corresponds to sunrise and sunset. Entry is at sunrise throughout the year and gates close at sunset throughout the year.

### **Your chalet**

#### Electricity

All our chalets have 220V AC power.

As a Nature Reserve we are aware of environmental concerns. Please use power sparingly and turn off lights when not in use.

In the event of a power cut there are complimentary candles available in your chalet, please use these with care.

#### Water

Please save water at all times and report any leaks. Take note that the geyser that provides warm water has a limited capacity.

#### Kitchen

The kitchen is equipped with all necessities for either 3 (single) or 8 (double) guests. Please keep the kitchen neat. Should any items be damaged, faulty or missing, please report directly to the reception. Please do not remove any items from the chalet.

#### Bathroom

Towels and facecloths are provided as well as soaps and toilet paper. Please do not remove any items from the chalet.

#### Bedroom

Each room has a hairdryer for your convenience, extra blankets in the cupboards as well as 6 hangers. Please do not remove any items from the chalet.

#### Braai Area

Your chalet has its own braai area. Please be careful with the fire with regards to the surrounding bush and the thatched roof of your chalet. Please keep fires small and make sure your fire is properly extinguished when not in use. Wood can be purchased at the reception for a nominal fee. Under no circumstances are guests allowed to collect firewood around the chalets or within the Reserve.

#### Housekeeping

Your chalet will be serviced daily, unless otherwise requested.

Bed linen and towels will be changed every three nights for longer staying guests, unless otherwise requested.

### Dust Bins

Please place litter in the specially designed baboon-proof dustbin next to your chalet. Baboons and monkeys will raid if they can. The bins are emptied daily.

### **Activities**

There are a number of activities available. Please see the Information and Pricing Sheet for details.

What to take on activities – Cameras, film, hat, binoculars, checklist, warm cloths (especially in winter), sun block, sunglasses and water.

### **The Curio Shop and Tea Garden**

The Mokolodi Curio Shop located at the reception stocks batteries, insect repellent, cycling accessories, books, crafts, gifts, souvenirs, a selection of clothing, etc..

The Curio Shop and Tea Garden is open 7 days a week from 07h00 to 16h30 in Summer and from 07h30 to 16h30 in Winter. On Mondays the Curio Shop / Tea Garden remains open for light snacks and drinks until 20h00.

### **The Restaurant / Bar**

The Mokolodi Restaurant is independently run and bookings must be made with them directly. The Restaurant is open every day of the week for lunch and Dinner, except on Mondays, and on Sundays only open for lunch. Advanced booking is advised.

### For bookings at the Restaurant

Peter - 7515 3217

Jaco - 7446 3701

Landline - 316 1547

### Restaurant Operating Hours

Mondays – closed.

Tuesdays to Saturdays – 11h00 to 21h00 (last food orders)

Sundays – 11h00 to 16h00 (last food orders)

### **Safety**

As Mokolodi Nature Reserve is a wildlife area, please note that wild animals roam throughout the Reserve and that wild animals can be potentially dangerous. Please do not walk around after dark. During the day remain on the pathways and only walk in areas that are safe and clearly designated for walking.

### **Gratuities**

Tipping is at your discretion. Should you wish to show your gratitude to the staff, tips can be added onto your bill at reception for general staff and given to your guide directly. There is no set amount with regards tipping as it should be in line with the standards of service you receive.

### **Clothing**

It is best to wear neutral colours out on activities, with comfortable walking shoes for walking if partaking in any of our tracking activities.

### **Payments**

The Reservation Office and Curio Shop accept both visa and master card and certain foreign currency (Dollars, Euro, Pound Sterling and Rand). Exchanging currency carries a surcharge.

### **Parking and driving of vehicles**

Vehicles can be parked next to your chalet. You can drive your own vehicle but please be advised that the roads are not suitable for low vehicles. The Reserve accepts no responsibility to vehicles damaged while in the Reserve.

### **Visitors**

Please note that non-staying visitors are not allowed to visit the chalets. Only registered guests are permitted at the chalets.

### **Valuables**

Guests are requested not to leave valuables (cameras, money, jewellery and any other personal effects of value) in the chalets or unattended. Please make use of the safe that is in your chalet unit. Mokolodi accepts no responsibility or liability for any loss or damage to valuables or any other items arising from whatsoever cause or by whomever.

### **Damage, loss of property or injury**

Mokolodi Nature Reserve will not be held responsible or liable for any damage, loss or injury sustained due to whatever reason.

### **Pets**

Under no circumstances are any pets allowed in the Nature Reserve.

## **Friends of Mokolodi**

### **1. GENERAL**

- 1.1 These Terms & Conditions apply to the Friends of Mokolodi (FOM) Membership Programme (the PROGRAMME) operated by Mokolodi Nature Reserve, Botswana. Participation by a subscribing member (the MEMBER) constitutes full acceptance of these Terms & Conditions as well as acceptance of the Reserve's general rules and regulations.
- 1.2 Membership of the PROGRAMME is open to any person over the age of 18 years upon payment of the applicable subscription. Only those whose subscription is fully paid up shall be deemed a MEMBER and entitled to notified discounts on Mokolodi Nature Reserve services and/or on goods and services offered by supporting partners. In addition, only paid up members will be entitled to the benefits associated with the PROGRAMME.
- 1.3 Membership is considered by Application to join the PROGRAMME. The membership year shall run from the Payment Received date and subscription may be renewed at the end of these periods. It shall be the responsibility of the Member to notify Mokolodi Nature Reserve of any changes in personal details and contact information. Mokolodi Nature Reserve cannot be held responsible for any loss of discount, service or lack of communication as a result of out of date or incorrect MEMBER details.

### **2. TERM & TERMINATION**

- 2.1 Mokolodi may at any time suspend, terminate, alter or amend the operation of the PROGRAMME. Amendments and any suspension put in place by Mokolodi Nature Reserve will be notified to the MEMBER.

- 2.2 Mokolodi Nature Reserve reserves the right to decline to issue, to withdraw or to cancel Membership accounts, cards, promotions, specials and/or discounts and/or to remove a MEMBER from the PROGRAMME at any time in circumstances where there is or has been abuse or attempted abuse of the PROGRAMME; breach or attempted breach of Terms & Conditions and/or behaviour relating to misconduct or offensive behaviour and/or any breach in the Reserve's Rules and Regulations.
  - 2.3 MEMBERS who allow their subscription to lapse will be deemed to have left the PROGRAMME. Non-renewal of subscription within the prescribed period as notified before the subscription expiry date, shall result in loss of discount entitlement and membership benefits.
  - 2.4 Lapsed or former members who wish to renew their subscription may do so at any time upon payment of the appropriate annual membership subscription.
3. MEMBERSHIP CARDS
  - 3.1 The Membership Card (the CARD) will remain the property of Mokolodi Nature Reserve and a MEMBER (including family members) is entitled to only one card.
  - 3.2 The safekeeping of the CARD or any voucher issued in conjunction with the PROGRAMME is the responsibility of the MEMBER. A lost or stolen CARD will attract a fee of P80.00 for its replacement and re-issue. The CARD is not transferable and may only be used by the MEMBER whose name appears on its face. Cards, discounts and /or benefits cannot be transferred, bought, sold or traded between members.
  - 3.3 The MEMBER will present the card at each visit to Mokolodi Nature Reserve, together with a recognized form of personal identification (omang, driving licence or Passport).
  - 3.4 The CARD can only be presented for discounts or purchases from Mokolodi Nature Reserve and with participating commercial partners who are or may become, as notified, part of the PROGRAMME.
  - 3.5 Discounts, access and any other benefits may only be claimed upon presentation of the MEMBERS CARD at Mokolodi. Members who forget their CARD or in the case of it being lost or stolen, shall present a recognized form of identification for confirmation of Membership. The responsibility lies with the MEMBER to verify and confirm valid MEMBERSHIP.
4. DISCOUNTS, REBATES and BENEFITS
  - 4.1 Membership of the PROGRAMME will entitle the member to qualified discounts on notified activities and accommodation at the time of purchase.
  - 4.2 Discounts on conferences are limited to Corporate Members.
  - 4.3 No discount shall be applied to any beverages (including alcoholic beverages) purchased during any activity, event or function (including bush braai or conference services).
  - 4.3 In the case of notified public special promotion, discount, offer, special event or function, MEMBERS shall not qualify for additional membership rebate or discount on purchases or activities. Should the standard membership discount be greater than an advertised special or offer, the MEMBER shall qualify for whichever discount / rebate is greater.
  - 4.4 Bookings for functions or special events staged at or hosted by the Mokolodi Nature Reserve Education Centre as charitable fund-raising activities are excluded from MEMBER purchase discount.

Please visit [www.mokolodi.com](http://www.mokolodi.com) for updates in Membership benefits and for the most recent Terms and Conditions of Membership.

## 5. IMPORTANT INFORMATION

Individual Membership: One Adult MEMBER (18 years and older).

Family Membership: Two Adult MEMBERS and up to three dependents under 20 years of age.

### 5.1 Friends of Mokolodi Members' Guests

Game Drives: Each Adult Member is entitled to bring one guest free of charge within the same vehicle.

For additional vehicles, please note that the daily vehicle entry fee applies as well as a per person entry fee.

Cycling: Guests are required to pay the daily cycling fee of P100.00 and must be accompanied by the MEMBER.

### 5.2 Gate Open and Close

The gate into the Reserve opens and closes at sunrise and sunset respectively. The latest entry time into the Reserve is 45 min before sunset. All vehicles must be out of the Reserve by sunset.

### 5.3 Restricted / Reserved Sites and Areas

Being a FOM MEMBER does not entitle MEMBERS to travel on restricted roads. Conference and Function facilities, i.e. World's View and the Boma, are reserved for Mokolodi Nature Reserve Only and are Restricted areas.

Mokolodi Nature Reserve activities take preference for use of the Lake Side picnic area and MEMBERS must confirm at Reception the availability of this site before use. Mokolodi Nature Reserve reserves the right to insist that any person at the site vacates the area in favour of our activities/bookings.



# Campsites

Telephone: +(267) 3161955/6

Fax: +(267) 3165488

Cellphone: +(267) 71321021

Email: [bookings@mokolodi.com](mailto:bookings@mokolodi.com)

5 exclusive campsites.

Maximum of 8 guests per campsite.

Per adult, per night	P125
Per child (under 12) per night	P60
Conservation levy per vehicle	P60
Transfer each way	P50
Firewood per bag (available at reception)	P30

- The Reserve is open from 07h00 to 19h00 in summer and 07h30 to 18h30 in winter.
- Check-in time is from 12h00 to 18h00. Please notify reception if you will be checking in after hours so that a staff member is able to assist you upon arrival.
- Check-out time is at 10h00, to ensure that our cleaning staff has enough time to clean and tidy the site for the next guests.
- The camp sites are situated approximately 3.5km into the Reserve and the terrain is rocky. Guests with very low vehicles are advised to book a transfer in one of the Reserve vehicles (extra charges apply – see below).
- Transfers to and from the sites are available by prior arrangement at P50 each way. Please note this will be dependent on availability of vehicles. We will endeavour to transport you as soon as possible.
- The sites are relatively secluded and are quite shady in summer months.
- Camp sites have a braai stand with grid, toilet, shower, washing basin and a donkey for hot water (guests are required to make their own fire under the tank to create hot water). All other items including firewood are to be supplied by the guests.
- Collecting of firewood is not permitted - firewood is available to purchase at reception.
- There is no electricity at the camp sites.
- Campsites are cleaned on departure only.
- Mokolodi is a nature reserve and with respect to nature and other guests, we do not allow any music to be played.
- Guests are required to be at the camp sites by 18h00 in winter and 18h30 in summer. No self-drives after these times – this is for your own safety.
- Being Please respect **No Entry** roads and areas. Guests are not permitted to access these areas under ANY circumstances.
- Main road access to and from the camp sites / reception / restaurant closes at 22h00
- Littering is unsightly and can kill our wildlife. **Please do not litter.** You may be fined if caught littering or if you leave litter lying around your camp site.
- Be aware that baboons and monkeys inhabit the area and will be attracted to food. Please secure your food at all times and be advised that your tent is not considered secure in this regard. Mokolodi Nature Reserve will not be held responsible for the damage caused or the cleaning.
- Security guards are stationed at the camp sites with two-way radios should you have a need to contact reception and are unable to make a phone call.
- The **Mokolodi Restaurant** is independently run and bookings must be made with them directly: call **Peter on 7515 3217** or **Jaco on 7446 3701**, alternatively their landline **316 1547**. The Restaurant is open every day of the week for lunch and Dinner, except on Mondays and on Sundays only open for lunch. Advanced booking is advised.





# Chalets

Telephone: +(267) 3161955/6

Fax: +(267) 3165488

Cellphone: +(267) 71321021

Email: [bookings@mokolodi.com](mailto:bookings@mokolodi.com)

### 3 units with Double Room – maximum 8 People

Weekday Special, per chalet	P990
Weekend or Public Holiday, per chalet	P1360

### 2 units with Single Room – Maximum 3 People

Weekday Special, per chalet	P680
Weekend or Public Holiday per chalet	P910
Conservation levy per vehicle	P60
Transfers each way	P50
Firewood per bag (available at reception)	P30
Refundable Key Deposit	P100

- The Reserve is open from 07h00 to 19h00 in summer and 07h30 to 18h30 in winter.
- Check-in time is from 12h00 to 18h00. Please notify reception if you will be checking in after hours so that a staff member is able to assist you upon arrival.
- Check-out time is at 10h00, to ensure that our cleaning staff has enough time to prepare and clean the chalets for the next guests.
- The chalets are situated approximately 3.5km into the Reserve and the terrain is rocky. Guests with very low vehicles are advised to book a transfer in one of the Reserve vehicles (extra charges apply – see below).
- Transfers to and from the chalets are available by prior arrangement at P50 each way. Please note this will be dependent on availability of vehicles. We will endeavour to transport you as soon as possible.
- To ensure a peaceful and quiet visit the chalets do not have telephones, televisions, wifi or air-conditioners.
- The chalets are self-catering. Guests should bring their own food, drinks, condiments, wood, etc.. Don't forget mosquito repellent as there are no nets over the beds. Note: We are in a Malaria Free area.
- The chalets are equipped with basic kitchen utensils and equipment such as crockery, cutlery, a pot and pan, a kettle, electric geyser, fridge, stove, fan, hairdryer and mains electricity. Linen and towels. Soaps and toilet paper. A braai stand with grid.
- Although there is electricity at the chalets, there are no generators or backup systems should a power cut arise.

Mokolodi Nature Reserve will not be held liable for power cuts which are out of our control.

- Chalets are serviced by housekeeping daily - we do not offer laundry services.
- Mokolodi is a nature reserve and with respect to nature and other guests, we do not allow any music to be played.
- Guests are required to be at the chalets by 18h00 in winter and 18h30 in summer. No self-drives after these times – this is for your own safety.
- Please respect **No Entry** roads and areas. Guests are not permitted to access these areas under ANY circumstances.
- Main road access to and from the chalets / reception / restaurant closes at 22h00.
- Collecting of firewood is not permitted - firewood is available to purchase at reception.
- Littering is unsightly and can kill our wildlife. **Please do not litter.** You may be fined if caught littering or if you leave litter lying around your chalet.
- Be aware that baboons and monkeys inhabit the area and will be attracted to food. Do not Leave windows open when unattended - Baboons WILL invade and create a mess and Mokolodi Nature Reserve will not be held responsible for the damage caused or the cleaning.
- Security guards are stationed at the chalets with two-way radios should you have a need to contact reception and are unable to make a phone call. There are panic buttons installed in your chalet – these are for emergencies only.
- The **Mokolodi Restaurant** is independently run and bookings must be made with them directly: call **Peter on 7515 3217 or Jaco on 7446 3701**, alternatively their landline **316 1547**. The Restaurant is open every day of the week for lunch and Dinner, except on Mondays and on Sundays only open for lunch. Advanced booking is advised.