
HOUSE RULES:

Before you settle in and get comfortable, we would like to make you aware of the general rules on Mabalingwe Game Reserve. Understanding and complying with the general rules will make for a comfortable and safe stay on the reserve. Mabalingwe Game Reserve management and any other governing body does not accept any liability for loss, damage or inconvenience caused by animals, weather conditions or theft of any kind.

Accommodation and visitors

1. If you wish to begin your stay earlier, we would be happy to welcome you. Early check-ins are based upon availability and may include an additional night charge. Complimentary early check-in may be available but not guaranteed on the day of arrival.
2. Check out time is strictly 10:00 am. Late check-out is based upon availability and includes an additional charge of R100 per hour. Any late check-out past 2 PM will be charged for an additional night.
3. Please remember to hand in keys and remote(s) at reception before your departure. If you forgot, you are welcome to courier the keys or remote(s) to our office (Key deposit will be withheld until keys are received).
4. Day visitors are not allowed; any visitors must book at least one night's accommodation.
5. Any damages/breakages will be deducted from the key deposit.
6. Please respect our units and cleaning staff by leaving the unit in a clean and respectable state. Key deposits will be forfeited if this is not the case.
7. Please do not flush any foreign objects in the bathrooms/guest toilets (only toilet paper and that provided by nature).
8. Netflix and DSTV applications are available on all Smart TVs in the units and ready for you to sign in with your login details. Please sign out of your account when checking out.
9. Number of guests in unit may not exceed the number of guests agreed upon booking. Any additional guests will be asked to leave the premises immediately or the booking will be cancelled without a refund.
10. No indoor furniture is allowed outside.
11. Move any furniture, cutlery, crockery, glasses etc. back to the original unit it came from before checking out when booking Rooiboklaagte and Sekelbosgat as one group.

Fires and fire hazards

1. Mabalingwe's fire season lasts from 1 June until 30 November. Please ensure that your fire is extinguished before leaving your unit or turning in for the night.
2. No hot ash in bins. Key deposit will be forfeited.
3. No smoking inside the units. Key deposit will be forfeited.
4. No careless disposal of cigarette butts in any area of Mabalingwe including your unit as this is a potential fire hazard and pollutes the environment. Please use dustbins/ashtrays provided.
5. If a wildfire should occur, please make way for staff vehicles with hazard lights.
6. If a house fire occurs, make your way to a safe clearing/emergency assembly point and contact Mabalingwe control room.
7. No open fires allowed, only use designated braai areas or bomas. Key deposit will be forfeited.

Noise

1. No loud music allowed; the only acceptable music is with low volume levels inside the unit. Music should not be heard by the neighboring units.
2. No excessive noise allowed from 22:00 - 8:00. This includes verbal communication, loud electronics, and appliances, revving of engines or use of car horn.
3. If no action is taken by the guest after a verbal or written warning, their key deposit will be withheld. After a second warning guests will be asked to vacate the premises.

Animals and activities

1. Animals are free roaming on the reserve. Please obey speed limits to avoid injury to yourself or the animals. Injury to an animal will be fined according to the animal's current market value.
2. Do not feed the animals as this can be dangerous to yourself and the animal. If a guest is found guilty, they will be asked to leave the reserve.
3. No domestic or exotic animals/pets (of any kind) are permitted and will be asked to be removed from the reserve.
4. No spotlights are allowed at night. This includes any self-drive activities.
5. No drones are allowed on the reserve. Key deposit will be forfeited.
6. No trespassing on private roads ('no entry' signs or blocked off roads).
7. Access to game viewing areas are strictly from 6:00 - 18:00.
8. Hiking and cycling is at own risk as the reserve has dangerous free-roaming wildlife.
9. No motorcycles or ATV's are allowed on the reserve.
10. Please keep doors and windows closed when not at your unit. You may receive unexpected visitors like monkeys, baboons, snakes, and elephants.

Swimming pool

1. No glass bottles or objects allowed near or in the pool.
2. No diving as the pool is very shallow.
3. No tampering with the pool pump.
4. No objects allowed in the pool that can potentially block the pool system.
5. Please inform reception if the water levels are low due to elephants or if the pool is a green colour due to weather conditions.

Mabalingwe Game Reserve (Pty) Ltd reserves the right to notify any guest who does not comply with our rules, regulations, and conditions. If the reserve's security is called out to resolve any matter including violence, noise etc. you will be penalised, and the fine payable will be deducted from your key deposit. If no action is taken by the guest after a second verbal or written notification, you will be asked to leave the premises and will be escorted by security.

Your co-operation is highly appreciated.

I, _____ hereby agree that I have read and understood the rules, regulations and conditions stated in this document and understand that any non-compliance will be penalised to the fullest extent as mentioned in this document.

_____ / _____ / 20_____

Signature of guest

Date