

Deposit:

Payments 35% Deposit is required to confirm your reservation, the balance should be paid before arrival. We accept Master and Visa credit cards and cash.

Banking Details

Acc Holder:	Maqueda Lodge
Bank:	First National Bank
Acc no:	62217812959
Branch 6-Digit Code:	270352
Swift code:	FIRNZAJJ
Branch Name:	NELSPRUIT
Street Address:	25 BESTER STREET
Postal Address:	PO BOX 13, NELSPRUIT, 1200

Cancellation Policy:

- Cancellation within 7 days, forfeit 100% of deposit
- Cancellation within 14 days, forfeit 80% of deposit
- Cancellation up to 30 days, service charge, and transfer fees.

New Protocol for the protection of staff and guests against Covid19

- Continual monitoring of the status of Covid 19 in South Africa and any impact on protocols in the hospitality industry
- Prevention and solution strategies provided to staff on an ongoing basis, safeguarding human life and wellbeing by:
 - Keeping all staff continually updated on developments;
 - Providing clear mandates for increased personal hygiene;

- Facilitating additional hygiene amenities for all travellers;
- Educating all staff & guides on emergency procedures in the event of an incident;
- Ensuring health & safety protocols are communicated to all third-party suppliers;
- Guides and drivers have been fully trained on best practice procedures for limiting and containing any risk of infection, includes:
 - Implementing a high level of cleanliness on vehicles, facilities and equipment
 - Providing hand-sanitisers in all tour, game drive & transfer vehicles
 - Encouraging travellers to wash hands more frequently throughout the journey
 - Best-practise action-plan should a traveller have flu-like symptoms
- Protective and preventative equipment is supplied and personally accessible for both guests and staff should the need arise.
- No cases of the COVID-Virus have been suspected or occurred during any private or group experiences including at any of the lodges and safari camps we make use of. This is continuously monitored.
- An incident reporting system is in place for staff to be proactive in attaining medical support at all times.
- Continuous risk assessment will occur and any individuals who display symptoms and meet criteria for testing will be identified and speedily directed through the correct procedures and medical channels.