



# Bambelela Lodge



P O Box 6629  
Rustenburg, 0300

[www.bambelela-lodge.co.za](http://www.bambelela-lodge.co.za)

Tel: 014 537 2984  
Cell: 083 236 8326  
Fax: 086 501 1878

Plot J56, Waterkloof  
Rustenburg, 0299

[sonja@bambelela-lodge.co.za](mailto:sonja@bambelela-lodge.co.za)

VAT Nr: 4620206237

DATE:

ATTENTION:

Thank you for making Bambelela Lodge your choice in Exclusive accommodation.

We wish to attend to your reservation as promptly and timeously as possible and ask that you be so kind as to read the information below to assist us in processing your request.

### Reservation process:

- *Reservation will only be made upon the receipt of all required documentation by Bambelela Lodge as stipulated below;*
  - *Reservation Form*
  - *Additional Requirements Form*
  - *Terms and Conditions Form*
  - *Credit Card Authorisation Form*
- *Documentation to be returned to Bambelela Lodge via email/fax within 24 hours of initial enquiry/prospective booking, or the booking will be forfeited.*
- *Reservations must be paid in full, prior to arrival, as no reservations can be guaranteed without Bambelela Lodge receiving proof of payment for the full amount. Travel agent vouchers and Company orders must accompany reservation documentation.*
- *Please pre-arrange for arrivals after 18:00 to avoid total reservation cancellation; as late arrivals will result in a cancellation of your reservation.*
- *Bambelela Lodge cannot be held accountable, in the event of accommodation not being available, due to non-compliance of the reservation process.*

**SHOULD YOU HAVE ANY QUERIES PLEASE DO NOT HESITATE TO CONTACT US. WE LOOK FORWARD TO ACCOMMODATING YOU AND/OR YOUR GUESTS AT OUR LODGE.**

## *Reservation Form*

FULL NAME: \_\_\_\_\_

COMPANY: \_\_\_\_\_

VAT REG NO: \_\_\_\_\_

ORDER / VOUCHER NO: \_\_\_\_\_

DIVISION / PERSON PAYING ACCOUNT: \_\_\_\_\_

CONTACT PERSON'S TEL NO: \_\_\_\_\_

TEL NO: (W): \_\_\_\_\_

(C): \_\_\_\_\_

E-mail: \_\_\_\_\_

CAR REG NO: \_\_\_\_\_

ID NO / PASSPORT NO: \_\_\_\_\_

NR OF GUEST/S: \_\_\_\_\_

NR OF CHILDREN + AGE: \_\_\_\_\_

ARRIVAL DATE: \_\_\_\_\_

DEPARTURE DATE: \_\_\_\_\_

NR OF NGHTS: \_\_\_\_\_

SUITE TYPE: EXCLUSIVE / EXECUTIVE: \_\_\_\_\_



## *Additional Requirements Form*

Special dietary requirements (please specify): \_\_\_\_\_

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The list below are items that can be added to the room for your convenience, at an additional charge. Please complete the list below should you require any of these items in your room.

<b>Product</b>	<b>Qty</b>	<b>Brand</b>
Soft Drinks		
Spirits		
Wine		
Sparkling Wine		
Chocolates		
Bubble Bath		
Flowers		
Braai Pack\ Additional		
Charcoal\Wood Fire Lighters\Matc hes		
Dinner		
Lunch pack		
Laundry		
Suite Service	1	R20.00
Other:		

Bambelela Lodge will provide you with the additional charges of items requested, on the receipt of the above form.

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Breakfast:

Mon to Fri: 6h30 to 8h00

Weekends and Public holidays: 7h30 to 8h30

Breakfast time:

IMPORTANT

1. Please leave your suite keys at the gate when leaving the premises!!!
2. NO IRONS ARE ALLOWED IN THE SUITES, AS LAUNDRY SERVICES ARE AVAILABLE!!

PLEASE NOTE

OFFICE HOURS: 09H00 TO 18H00

ARRIVAL TIME: Strictly after 14H00

DEPARTURE TIME: Strictly before 10H00

Banking Details:

Bambelela Lodge Nedbank  
Account no: 1497181011  
Branch Code: 1497450  
Business Pretoria Cheque account

*Signature:* \_\_\_\_\_

*Date:* \_\_\_\_\_



# TERMS AND CONDITIONS

## RIGHT OF ADMISSION RESERVED

### Indemnity:

Thank you for making Bambelela Lodge your choice of luxury accommodation. Please note that whilst every reasonable precaution has been taken to ensure the safety of our guests and their possessions with the help of 24/7 guards and CCTV cameras on these premises, the owners of Bambelela Lodge will not be held responsible for any damage or loss sustained by whatsoever cause.

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The following items are **INCLUDED** in the price quoted per person per night:

- Overnight accommodation is charged **PER PERSON AND NOT PER SUITE**. This includes safe parking, use of air-conditioner, TV with 16 channels, tea and coffee facilities, hairdryer, amenities displayed in the bathroom, use of towels while staying at Bambelela, daily cleaning service, use of safe situated in the room cupboard, swimming pool, braai facilities and the use of the cutlery and crockery in the kitchenette.
- Wireless Internet 24/7 -Username: From: GUEST 1 – GUEST 16  
Password: From: GUEST 1 – GUEST 16

The following items are **EXCLUDED** from our price quoted per person per night. Please ask your hostess for pricing of listed items where applicable:

- VISITORS - If you will be having visitors, please inform us on or before their arrival, of the length of time they will be visiting and their estimated time of departure. Should they stay over for more than **two hours**, they will be regarded as an **extra guest** and you will be liable for payment of R385.00/R495 per person excl. VAT. This amount will be charged to your account. Should Bambelela management not be informed of visitors you will be **charged double**.

**Name/s:** \_\_\_\_\_ **Time in:** \_\_\_\_\_ **Time out:** \_\_\_\_\_

- EXTRA GUESTS – We charge per person and not per suite. Should you have an extra guest, this will be charged to your account at R385.00/R495.00 per person excl. VAT. Should Bambelela management not be informed of visitors you will be **charged double**.
  - SUITE SERVICE – You can enjoy meals or drinks in your room at an extra cost per order. BEVERAGES – these are charged at an extra cost. Any extra MEALS not included in the price will be added to your account.
  - LAUNDRY SERVICE – A Laundry service is available on request. Charges will be added to your account.
  - Any **DAMAGES** done by the guest or guest's visitors, e.g. breakage, loss of keys or remotes, or keys and remotes not handed **in at the gate** on departure, will be **added to your account for locksmith costs**.
  - All our suites are **NON SMOKING**. Should the suite have to be aired, this will be added to your account.
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● **Removal** of TOWELS, FACE CLOTHS, HANGERS or any other items will be added to your account.

● All suite keys are to be handed in at the gate upon leaving the premises. The guard at the gate will hand the keys back to you on your return. A deposit of R50.00 will be charged should you want to take the suite keys with you.

● There is a safe in the suite for any valuables.

● Cleaning of Suite:

**YES**

**NO**

Please, also take note that Bamblela management reserves the right to add any services that are not included in the price that you or any other person accompanying you may make use while staying at Bamblela, to your account. Further, take note that invoices will only be made out according to company orders or vouchers, stipulating what services are paid for by the company. Any extras not stipulated and used will be for your own account payable on departure.

**Check in time is strictly after 14h00 and departure strictly before 10h00. If any guest should stay after 10h00, the full rate will be charged, as the suite will not be ready for use that night.**

This document as completed by you, will serve as proof of confirmation of accommodation as specified on the reservation form. The **cancellation policy** will apply if no written cancellation is made 48 hours prior the expected time of arrival.

Every reservation made with us, should be accompanied by the following:

- The full amount due for accommodation needs to be prepaid in order to confirm the reservation.
- Voucher, if an agent does the reservation.
- Order nr - if the reservation is made by a corporate company.

**Should a guest not arrive on the stipulated date of arrival or did not cancel within 48 hours, the full amount will be charged to the company or individual.**

**Please Note:** Upon reservation confirmation/receipt of payment, you agree to the terms and conditions as stipulated by Bamblela Lodge in documentation provided to you during the reservation process.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_





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## Credit Card Authorisation Form

Authorisation is hereby granted to Bambelela Lodge for the manual transaction processing of our Corporate Credit Card / Personal Credit Card, in lieu of corporate function and/or accommodation, to the sum of; \_\_\_\_\_

Bambelela Lodge will forward receipt to the company via fax/email or by hand via guest.

**Note:** Bambelela Lodge will not process any manual transactions if a copy of both sides of the Credit Card, does not accompany the authorization form. Signatory to please sign copy.

**Only Visa and Master Cards accepted**

REGISTERED COMPANY NAME: \_\_\_\_\_

GUEST NAME/FUNCTION NAME: \_\_\_\_\_

DATE OF STAY/FUNCTION: \_\_\_\_\_

CREDIT CARD NAME: \_\_\_\_\_

CREDIT CARD NUMBER: \_\_\_\_\_

CVV NUMBER ON REVERSE: \_\_\_\_\_

EXPIRY DATE: \_\_\_\_\_

AUTHORISED BY NAME: \_\_\_\_\_

CARD SIGNATORY NAME: \_\_\_\_\_

CARD SIGNATORY SIGNATURE: \_\_\_\_\_

TYPE OF CARD: VISA  MASTER  DINERS  AMEX

ACCEPTED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

**Thank you for your Patronage**