

# **Standard Booking policies for normal bookings and information**

## **General Policies**

Please use your name and reservation number as reference when payment is made. Proof of payment must be emailed to [reservations@malongane.com](mailto:reservations@malongane.com). All bookings will be considered provisional until proof of payment have been received and confirmed by Malongane Reservations. Please note that the resort will regard a reservation as unpaid unless a confirmation voucher from **Malongane Reservations** are presented when checking in.

## **Booking Policies**

The maximum occupancy of the accommodation is not to be exceeded. No camping is allowed next to any Chalet, log huts or tents, only in designated camping areas. The dive camp kitchen is strictly for the use of guests staying in tents and log huts. **A supplement fee will be charged during prime season should a camp site not be occupied to 75% of its capacity.**

## **Tariffs and increases**

Complexo Turistico da Ponta Malongane operates on a three rate basis. Low, high and prime season. Every year the rates will be specified according to long weekends and holidays. Prices might be changed due to unforeseen circumstances or due to any upgrades done. Only full payment including all extras secures the reservation.

## **Deposits**

a 15% deposit has to be paid within 10 days of date of reservation otherwise the reservation will be automatically cancelled on the booking system. Reservations within 30 days of date of arrival has to be paid within 7 days to prevent the reservation from being cancelled and reservations 7 days before date of arrival has to be paid within 24 hours of date of reservation. During high season bookings made for reservations made within 60 days of date of arrival will be cancelled within 7 days if deposit is not paid and bookings made for reservations within 30 days of date of arrival will have 24Hrs to pay deposit before the reservation will be cancelled. During Prime season bookings made for reservations made within 6 months days of date of arrival will be cancelled within 7 days if deposit is not paid and bookings made for reservations within 90 days of date of arrival will have 24Hrs to pay deposit before the reservation will be cancelled.

## **Cancellations**

Cancellations made between 0 – 30 days before date of arrival will forfeit 100% of the total value of the reservation. Cancellations made 31 or more days before days of arrival will forfeit a 15% admin fee of the value of the total reservation. Only written cancellations will be accepted addressed to [reservations@malongane.com](mailto:reservations@malongane.com) will be accepted. Should your reservation be cancelled during high and prime seasons and your booking can be resold a minimum service fee of 15% will be charged on the total value of the booking. Please note that refunds in this case might take longer as it will only be done after the cancelled accommodation have been re booked and confirmed or left unoccupied.

## **Refunds**

Refunds will be made within 21 working days depending on circumstance after a written request has been sent and confirmed by Malongane Reservations. A dive refund to be claimed from the reservation office within a month of departure and confirmed by the dive centre, otherwise the dives will become a dive credit at the dive centre valid for 3 months after date of departure. Any refunds will be charged a 5% admin fee by Malongane Reservations. No refunds will be made for non arrivals, late arrivals or early departures.

## **General Rules and useful information**

### **Infrastructure**

Electricity in the resort is supplied by Escom (EDM). Power is supplied 24 hours a day but unforeseen power cuts due to equipment failure or general maintenance happens from time to time. The use of private generators is not allowed in the resort although inverters might be used as there are no noise issues. Please note that no appliances with elements may be used in the camp sites as the power supply to each camp site is only 5Amp.

Water – Fresh water is provided to the resort by boreholes. As it is precious please refrain from using hose pipes to wash cars. There are facilities at the cleaning bay at the dive centre to wash boats and jet skis. It is recommended to bring your own drinking water or purchase at the shop in the resort.

**Roads** – There are only sand roads in the area from the border post to either Malongane or Ponta do Ouro. It is recommended to travel these roads with a 4x4 vehicle especially when towing a boat or trailer. A 4x2 vehicle with diff lock might work as well but be sure to keep your momentum while driving. Petrol and diesel is available at Ponta do Ouro, about 8km from Malongane but it is advisable to fill your vehicle in Manguzi before your cross in to Mozambique as the fuel supply in Ponta Do Ouro can be unreliable.

**Cell phone signal** – Mobile Vodacom signal is available in the resort if you have roaming. If you will be staying for a longer period it might be advisable to buy a local sim card and airtime/data. It will be a lot cheaper than roaming.

### **Border Transfers**

A transfer service can be arranged for guests who would like to leave their vehicles at the Kosi Bay Border post. The daily charge to leave vehicles at the moment is R40. The transfers are charged at R125 one way and R250 return to the border (Minimum charge R250). Please arrange for transfers at [reservations@malongane.com](mailto:reservations@malongane.com). The normal pick up times at the border is at 10h00 and 14h00, departures from Complexo Turistico da Ponta Malongane is at 9h00 and 13h00. Please arrange before if you would like to change your transfer times. Please note that if you do not arrive on time and do not inform the reservations office and the vehicle should return for your transfer you will be charged double for the transfer.

## **Check-in and Check out**

Check-in times are from 14h00 daily, if you would like to check in earlier please inform the bookings office so they can confirm with the resort if it will be possible. Check out is at 10h00. If you wish to check out before 7h00 please inform the housekeeping manager the day before. A key deposit of R150 is payable at reception per unit on arrival at reception. This will be refunded on departure after housekeeping has checked the unit with you and signed the receipt. The receipt must be handed in at reception for the key deposit to be refunded. No receipt – no refund.

### **Currencies**

SA Rand, Mozambican Metical and US dollars are accepted at the resort. If Rands or Dollars are used the current bank exchange rate to Metical will be applied, please make sure that you are familiar with the exchange rate when purchasing outside the resort. The Resort has credit card facilities at the admin office and at the dive centre if you would like to pay by card.

## **Food and Beverage**

It is not necessary to self-cater. The resort has a restaurant and 2 bars and there are some delightful eateries just outside the resort. There is also a shop next to the restaurant where basic supplies can be purchased. Fresh bread (Pao) is available every day from 7h00 in the morning as well as ice at the shop next to the restaurant. Please do not remove glasses from the bar and bringing your own drinks to the restaurant and bars is strictly prohibited. No outside catering contractors may cater in the resort. Alcohol shall not be served to persons under the age of 18 years.

## **Housekeeping**

All the accommodation except the tents, log huts and camping are serviced on a daily basis. The resort does not supply towels so please remember to bring your own. Please report any problems immediately on arrival at reception. There is no laundry service available. The curfew for music and loud noise is 22h00.

## **Dive Planning**

Dive planning is done every evening at 17h00 at the dive centre. Only dive camp staff can do the planning or make any changes. All divers are required to provide either C-cards or log books as proof of qualification and experience. This is very important as no person will be allowed to dive unless proof is provided. All dives confirmed for dive planning will be charged for. The management of the dive centre reserves the right to amend any dive planning where necessary. Equipment rentals and dives for the next day to be paid at dive planning, please bring your receipt as proof the next day. The resort reserves the following rights: A) Not to launch if there are less than 5 divers on a boat. B) Allocate which reefs to dive on. C) To limit total dive time including safety stops to 55 minutes during high and prime seasons. No private scuba diving or cylinder fills are allowed in the resort. A Reef tax of R100 per person per week to the Parks Board is payable in cash at the dive centre – Subject to change by the Mozambican Government.

## **Fishing and launching**

Although the area where the resort is situated in has been declared a Marine Protected Area fishing from the beach is still allowed without permits. Spear fishermen and vessels need fishing and launching permits that can be obtained from the Port Captain in Ponta do Ouro and the Parks board representatives at the launch beach at Ponta do Ouro. The documents needed to obtain the permits are your vessels in date seaworthy certificate, the skippers original licence from SAMSA and your temporary import document for the boat trailer from the customs at the border. As mentioned before this is a protected area and NO BOTTOM FISHING is allowed and any vessel inspected and found with bottom fishing equipment will be severely fined. Please ensure that you acquire the correct documentation before you launch to prevent any unsavoury situations with the authorities. Only jetskis used for fishing or rescue will be allowed to launch. Any jetskis used for other recreational purposes are not allowed in the Marine Park. If this is the first time that you are launching at Malongane or you have not launched there for a while it is a good idea to chat to the local skippers that launch every day to ensure you are aware of any dangerous rocks, sand banks etc. Please check the site map for the allocation of the warm up area, and cleaning bay. Also note that after launching your vessel the vehicle must be removed from the beach without the trailer which should be parked on the beach. Life jackets must be worn during launching and beaching procedures.

## **Driving / Parking**

The speed limit in the resort is 15km/h. Please keep to it as there are a lot of children in the resort and also its just a courtesy to other people as it will prevent excessive dust in the units. Please also only park in designated areas. If there are any problems regarding parking areas please contact reception or the resort manager. Please note that NO vehicles other than vehicles launching and recovering boats are allowed to drive on the beach, under no circumstances. We also advise you to take a spare set of keys with you to Mozambique.

No quad bikes, motorbikes or ATV's are allowed to be driven in the resort at any time. All such vehicles must be left at the designated area at reception unless the vehicle is on a trailer.

## **Fauna and Flora**

No person will be allowed to utilise any fauna and flora in and around the resort. Wood or charcoal can be obtained from the local villagers just outside the resort. If you have a casual working for you they can assist you as well. It is forbidden to braai on the grass. No fires are allowed on the beach as per instructions from the Parks Board. Any person found abusing the fauna and flora above and below the water will be reported to the Parks Board. No pets are allowed in the resort and for your own safety and the other guests please do not feed any animals. It is very important not to allow the beach dogs in your camping area or feed them. They create huge issues for other guests and staff so please consider other people in the resort.

## **Medical assistance**

It is advisable to bring your own medical supplies, the dive centre has a medical facility to assist with basic first aid but the closest proper medical facility is the hospital across the border in Manguzi/Kwanganase.

## **Casual Staff**

Casual staff can be employed to assist you at reception. Please negotiate a daily rate before the person starts to work for you to prevent any issues when it is time to pay them. Please note that the casual staff are not employed by Complexo Turistico da Ponta Malongane and therefore not responsible for them, they are only allowed to be in the resort from 6h00 until 18h00.

## **Security**

Although Complexo Turistico da Ponta Malongane does employ 24hr security staff the resort or management does not take any responsibility for any goods stolen or damaged during your stay. Complexo Turistico da Ponta Malongane reserves the right of admission at all times.

## **Marketing**

No person or marketing agency are allowed to do any marketing on behalf of themselves or the client with other guests that do not make part of your group.

## **Visas / Passports**

If you have a South African passport you do not need a visa to enter Mozambique, if you do not have a SA passport it is advisable to check with your or the Mozambican Consulate if you need a visa. Until further notice visas can be obtained at the Kosi Bay Border post.

The New Immigration Regulation dictates that as from 31 May 2015 children require UNABRIDGED BIRTH CERTIFICATES, along with their passports, when travelling. Should you be travelling with/making a reservation for children, please ensure that you apply for these certificates timeously.

## **Border Charges**

The normal operating hours of the Kosi Bay border post is from 8h00 – 17h00, seven days a week. The Komatipoort border post is open from 6h00 – 22h00. Please ensure that your passport have been stamped on the South African AND Mozambican side. You also need to fill in a temporary import permit for your vehicle and trailer if you have one. Also make sure that you acquire third party vehicle insurance in Mozambique, costs around R200 per vehicle and R250 for a vehicle with a trailer. Do not forget your vehicle registration documents.

## **Malaria**

Although the area is a low risk malaria area it is still advisable to take proper precautions when to come to Complexo Turistico da Ponta Malongane.