

Booking Policies - 2024

1. The maximum occupancy of the accommodation is not to be exceeded.
2. No camping is allowed next to any Chalet, Log huts or Tents, only in designated camping areas.
3. The dive camp kitchen is strictly for the use of guests staying in tents and log huts.
4. A supplement fee will be charged during prime season (80%) and high season (70%) should a camp site not be occupied to the required amount of guests.

5. Reservation and Deposits

a) Low Season

- 30% non-refundable deposit must be paid within 5 days of date of reservation otherwise the reservation will be automatically cancelled.
 - Reservations must be fully paid 30 days before date of arrival.
 - Reservations made within 30 days of date of arrival must be paid full within 24hours to prevent the reservation from being cancelled.
- Bookings will only be considered confirmed on receipt of proof of payment by email.

b) High and Prime Season

- 30% non-refundable deposit must be paid within 3 days of date of reservation otherwise the reservation will be automatically cancelled.
 - Reservations must be fully paid 60 days before date of arrival.
 - Reservations made within 30 days of date of arrival must be paid full within 24hours to prevent the reservation from being cancelled.
- Bookings will only be considered confirmed on receipt of proof of payment by email

6. Cancellation

- a) Cancellations made between 0 – 30 days for low season and 0-60 days before date of arrival for high and prime season will forfeit 100% of the total value of the reservation.
- b) Cancellations made 31 or more days for low season and 61 or more days for high and prime season before of arrival will forfeit the 30% deposit.

Tariffs and Payments

1. Malongane Beach Resort (SIT, Lda.) operates on a Low, High and Prime season.
2. The Resort reserves the right to change prices without prior notice.
3. Please use your invoice or reference number as reference when payment is made.
4. Proof of payment must be emailed to reservations@malongane.com or to your booking agent.
5. Mozambican Metical, SA Rand, Euro and US dollars are accepted at the resort. If Rands, Euro or Dollars are used, an exchange rate to Metical will be applied.
6. The Resort has credit card facilities.

Check-in and Check out

1. Check -in times are from 14h00 and Check out is at 10h00.
2. If you wish to check out before 7h00 please inform the Reception on the day before.
3. A key deposit of R150 is payable, per unit, on arrival at reception that will be refunded on departure