

R I V E R • F O R E S T • G A M E • L U X U R Y

## IMPORTANT FACT SHEET FOR SIBUYA BUSH LODGE

### INCLUDING TERMS AND CONDITIONS

Thank you for choosing Sibuya Game Reserve ["Sibuya"]. The following information package is intended to give you the necessary information to maximise your Sibuya experience and we earnestly request that you take the time to read it through.

#### ACTIVITIES

- 🌿 Sibuya offers a number of activities and services
- 🌿 Standard activities included in the daily tariff consist of a scheduled boat transfer from Reception and return vehicle transfer; twice daily game and bird-watching drives in an open 4x4 vehicle; daily boat cruises and the use of the Lodge swimming pool
- 🌿 Optional activities that may attract a nominal charge include massages, deep-sea fishing, horse-riding on the nearby beach, sea-side picnics and other excursions to the beach. The unpredictability of coastal weather means that some of these activities cannot be booked in advance, but need to be arranged by Sibuya's Rangers once in the Lodge

#### AIRPORT TRANSFERS

- 🌿 Airport transfers can be arranged with Reservations and are handled by accredited transporters

#### ARRIVALS AND DEPARTURES

- 🌿 **NB: PLEASE ENSURE CHECK IN BY 11H30**
- 🌿 Scheduled boat transfers leave from Sibuya's Reception in Kenton-on-Sea, once daily, at **12h00 (noon)**. Guests are requested to check in at Reception (39 Eastbourne Road, Kenton-on-Sea. PH: 046-6481040) at least half an hour before the boat departure time (Travel times: PE airport allow 80-100 mins : EL airport allow 120mins)
- 🌿 For departing guests, scheduled boat transfers return to Reception at 11h15 daily to allow for check- out and departure by 11h30
- 🌿 Boat transfers at alternative times may be arranged in advance, at an additional charge
- 🌿 Alternately late arrivals may, if they wish, check in at Reception and drive to the Lodge in their own vehicle.

#### BAR

- 🌿 Sibuya supplies most drinks on a complimentary basis. This includes spring water, non-alcoholic beverages, beers, basic spirits and a limited choice of fine South African house wines.
- 🌿 At Sibuya we actively attempt to limit our carbon footprint. As plastic bottles from bottled water constitute one of the largest sources of pollutants in the world today, we actively discourage their use whilst resident with us. All guests are issued with a re-usable "Sibuya" bottle and we ask that you support us in our quest to reduce pollution and our carbon footprint, by refilling these bottles with purified spring water, rather than using the small disposable commercial bottles of water
- 🌿 Guests are welcome to bring their own premium wines, imported champagnes or premium spirits; alternately guests may order in advance and Catering will arrange on their behalf
- 🌿 Additionally, a select range of premium wines is available in the Lodge at nominal prices



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### BEDS

- ☀ All beds in the suites are King or Queen size.

### CELLPHONES

- ☀ There is intermittent Cell phone signal in the Lodge and on the Reserve. We recommend that guests switch off and enjoy the tranquillity!

### CHILDREN

- ☀ Bush Lodge only accommodates children over 12 years of age who are charged the full adult rate

### CREDIT CARDS

- ☀ Any outstanding accounts must be settled at Reservations prior to departure
- ☀ Sibuya accepts payment by American Express, Diners Club, Master or Visa Cards

### INTERNATIONAL PAYMENTS

If you choose to pay via EFT you receive the following benefits:

- ☀ Your payment will incur ZERO International SWIFT or Transfer fees
- ☀ There is zero commission
- ☀ Excellent Exchange Rates that generally are better than those offered by the banks
- ☀ Pay in your own local currency into a local bank account in your own country
- ☀ **Follow these steps to proceed for EFT:** Click on the following link and follow the simple steps:  
<http://www.sibuya.co.za/en/pay-now-international>

### DIETARY REQUIREMENTS

- ☀ **Sibuya's Reservations office must be informed in advance of any special dietary requirements.** This is essential, as most catering is done in our main kitchen which is not situated at the Lodge

### ELECTRICITY

- ☀ The Lodge has 220v electricity

### EMAIL, INTERNET AND TELEVISION

- ☀ The Lodge has no Wi-Fi or connection to the internet
- ☀ There is no television in the Lodge. Although we prefer it that way, guests have the option of visiting a nearby pub or restaurant to watch major sporting events

### EXTRAS

- ☀ Daily tariffs exclude discretionary gratuities (see in-room folder for advice if unsure), non-scheduled boat and vehicle transfers, airport transfers, basic laundry, premium beverages, and any other items not listed as inclusive



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### FEEDBACK

- It is important to us that we offer the very best experience and service to our guests
- On returning home, you will be emailed a guest appreciation form which we earnestly request that you complete. We also appeal to guests to visit the independent feedback page [www.tripadvisor.com](http://www.tripadvisor.com) Alternately you can post your comments and suggestions directly onto our website: [www.sibuya.co.za](http://www.sibuya.co.za)

### INDEMNITY

- Our Insurers insist that guests travelling on boats and game vehicles sign an Indemnity Form. This is now standard throughout the industry and we ask guests' indulgence for a few minutes on arrival to complete and sign an Indemnity Form

### INSURANCE

- It is the sole responsibility of guests to check that they carry the correct comprehensive Travel and Medical Insurance to cover themselves for the duration of their trip
- Guests should ensure that they have full Medical, Emergency Evacuation and Repatriation cover for the full period of time that they are travelling
- Sibuya strongly recommends additional Insurance to cover cancellation or curtailment of trip. Under no circumstances can Sibuya refund or transfer unused bed-nights caused by such incidences. Sibuya's Insurance does not cover this
- Damage, loss or theft of personal luggage, money or goods is not covered by Sibuya or its Insurance

### MALARIA

- As the Eastern Cape is malaria-free, prophylactics are not necessary

### MEDICAL CONDITIONS

- Prior to arrival, guests should notify Sibuya's Reservations office of any pre-existing medical conditions. This includes any allergies, such as to bee stings
- Sibuya's Reservations office should be informed in advance of any physical disabilities. This is essential as boat access may not be possible and there are limited suitable facilities including accommodation and vehicle seating

### PACKING SUGGESTIONS

- Due to the steps to the jetties and boat transfers to and from the Lodge , we recommend where possible, guests pack a small travel bag for the duration of their stay and leave large suitcases in their car at Reception
- A rain jacket, jersey and long trousers are recommended even in summer
- A good pair of binoculars is recommended
- Sunblock is essential, preferably waterproof for swimming or water-sports
- A bathing costume for swimming in the warm Kariega River, the Lodge pool or in the nearby Indian Ocean



## R I V E R • F O R E S T • G A M E • L U X U R Y

### RHINO CONSERVATION LEVY

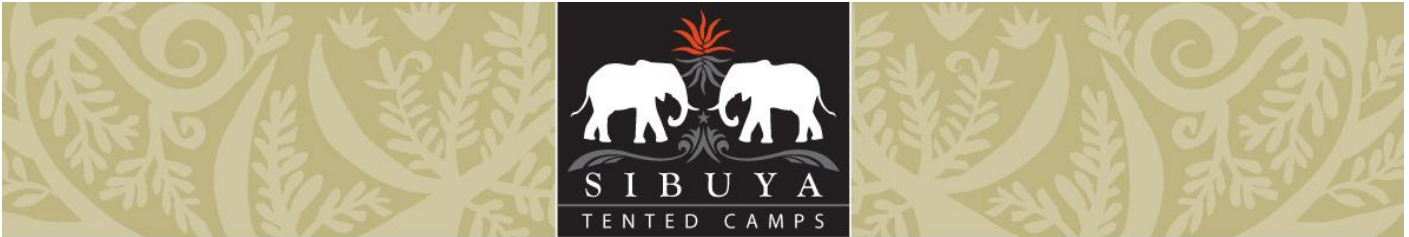
- ✿ In March 2016, Sibuya suffered a horrific poaching attack and three of our rhino were slaughtered and their horns removed despite the best efforts of our Anti-Poaching Unit. We cannot offer a true Big5 experience without Rhino so by necessity have to dramatically increase our protective capabilities to protect these magnificent animals. We ask all our guests to please partner with us in this effort to protect our rhino and the species as a whole

### WEDDINGS AND CONFERENCES

- ✿ Sibuya offers a number of Wedding and Conference options. Please enquire at Reception

### SELF-DRIVE DIRECTIONS AND MAP

- ✿ **STANDARD BOAT DEPARTURE FROM KENTON-ON-SEA IS AT 12H00**
- ✿ **PLEASE CHECK IN AT RECEPTION BEFORE 11H30 UNLESS PRIOR TRANSFER ARRANGEMENTS ARE IN PLACE**
- ✿ From Port Elizabeth (journey time approx. 80 -100 minutes): follow the N2 east in the direction of Grahamstown. After approximately 50kms leave the N2 and turn onto the R72 – follow signs to Sunshine Coast, Kenton-on-Sea and Port Alfred. After a further 70kms, turn right into the village of Kenton-on-Sea
- ✿ From East London Airport (journey time approx. 100 – 120 minutes): follow the R72 west for about 120kms to Port Alfred and, 20kms further, Kenton-on-Sea. Turn left into Kenton-on-Sea
- ✿ From Grahamstown (journey time approx. 40 minutes): follow the R343 south in the direction of Kenton-on-Sea. At its intersection with the R72, the R343 becomes Kariega Road.
- ✿ At Kenton on Sea: Continue along the main entrance road, called Kariega Road, through the first STOP Street, at the second STOP Street turn left into the last road before the river, Eastbourne Road. Our Reception at 39 Eastbourne Road, has secure guest parking.
- ✿ Other approximate travel times: Oudtshoorn 6hrs, George 5hrs, Knysna 4 1/2hrs, Plettenberg Bay 4hrs, Cape St. Francis 3hrs, Jeffery's Bay 2 1/2hrs, Cape Town, Johannesburg and Durban 10hrs
- ✿ For interactive map go to: <http://www.mapstudio.co.za/locationmap.php?loc=Kenton-on-sea>



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Reception GPS co-ordinates in Kenton-on-Sea: S 3340 698 E 026 40 623