



In the face of this global pandemic, we have amended our cancellation policy in order to be as flexible and fair as possible to guests who are now recommended not to travel. This policy is applicable for all new and existing bookings until further notice. Please contact us directly if you are unsure and we will try to help you on a case by case basis, aiming to get you here as soon as humanly possible!

1. Bookings can be totally cancelled up to 30 days before travel with loss of 25% deposit.
2. Bookings can be postponed up to 14 days before travel, subject to official Government-imposed travel restrictions.
3. Postponements will be valid up until 18 months from original travel date.
4. 2020 rates will be honoured for postponements of previously confirmed bookings but seasonal and third party rate changes will have to be passed onto clients.
5. Our payment terms currently remain the same.
6. If the lodge is unavoidably faced with a shutdown, all affected confirmed bookings will be postponed for future travel as per point 3 above.
7. We reserve the right to make changes to the above policy based on prevailing circumstances and will communicate accordingly.

We trust our travel partners and guests understand our situation and are assured that we are doing all we can to work together moving forward.

We hope all our guests remain safe and healthy through these trying times, together we can work on getting through these uncertain times and back out into the African sun! Please take care of yourselves and contact us at Makakatana Bay Lodge if you are unsure about any of the above.

DISCLOSURE: We also respectfully ask you to please let me know via email bookings@makakatana.co.za, should any clients test positive for COVID-19. Your privacy is guaranteed. We ask you to help us protect our community.

Kind regards,
The Makakatana Team
Makakatana Bay Lodge
iSimangaliso Wetland Park | Lake St Lucia | World Heritage Site
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