



MASHATU CONNECT

Mashatu Game Reserve, Northern Tuli Game Reserve, Tuli Block, Botswana
"One Way" Connecting Rates in USD for 2023 and 2024

The annual rates, for the below road transfers and flights, are valid from 1 Jan to 31 Dec each year; subject to availability at the time of booking and our T&C's. These rates are inclusive of relevant taxes, levies, and VAT as maybe applicable. Mashatu Connect reserves the right to amend the below rates, without notification.

"One Way" Road Transfers	Travel Time	Min/Max. Pax	2023	2024
The below road transfers, through Mashatu Connect, are quoted per vehicle, carrying a maximum number of passengers, per transfer.				
Direct road transfer, within Botswana, to / from Mashatu Game Reserve and ...				
We have the capacity to transfer a max. of 12 pax each day (i.e., utilising 3 vehicles), connecting Mashatu with the below destinations in Botswana.				
Selebi-Phikwe	3 hrs	Max 4 Pax	\$ 210	\$ 350
Martins Drift	4½ hrs	Max 4 Pax	\$ 310	\$ 450
Francistown	5 hrs	Max 4 Pax	\$ 350	\$ 500
Plumtree	6 hrs	Max 4 Pax	\$ 490	\$ 670
Gaborone	7 hrs	Max 4 Pax	\$ 635	\$ 730
Nata	7 hrs	Max 4 Pax	\$ 635	\$ 700
Kasane	10 hrs	Max 4 Pax	\$ 1 010	\$ 1 050
Maun	10 hrs	Max 4 Pax	\$ 985	\$ 1 100
"One Way" Road Transfers	Travel Time	Min/Max. Pax	2023	2024
The below road transfers through Mashatu Connect are quoted per vehicle, carrying a maximum number of passengers, per transfer.				
Direct road transfer to / from Pontdrift Border Post, and ...				
The below road transfers connect destinations in South Africa with Pontdrift Border Post, at which guests will be picked-up / dropped-off by their guide from Mashatu in a game viewing vehicle. This border post has direct access to Mashatu Game Reserve.				
Polokwane	2½ hrs	Max 9 Pax	\$ 390	\$ 390
Johannesburg	6½ hrs	Max 9 Pax	\$ 740	\$ 770
Hoedspruit	4½ hrs	Max 9 Pax	Q.O.R	Q.O.R
Nelspruit (KMIA)	7 hrs	Max 9 Pax	Q.O.R	Q O R
"One Way" Flights	Travel Time	Min/Max. Pax	2023	2024
Flights to / from Mashatu Game Reserve (Limpopo Valley Airfield), and ...				
Our flights operate daily ex Lanseria in Johannesburg. Seat rates are applicable for 2 plus pax per flight. These rates are inclusive of shuttle service between ORT International and Lanseria Airport. Flights directly to / from ORT International to be quoted on request, as an additional surcharge is levied to cover the applicable landing fees, taxes, and ground handling services. Charter rates for flights to/from other destinations quoted on request (Q.O.R).				
Lanseria (Johannesburg, SA) (direct)	1hr 40 min	2+ Pax = seat rate	\$ 845	\$ 845
		1-2 Pax = fixed rate	\$ 1,690	\$ 1,690
	Excess luggage per additional 20kgs	\$ 85	\$ 85	
The below flight rates, through Mashatu Connect, are fixed per charter flight, carrying a maximum number of passengers, per flight. Pending availability there is an option to share charters with other passengers travelling to or from Mashatu – rates will then be split accordingly between passengers sharing these charter flights, booked through Mashatu Connect.				
Gaborone (Botswana)	1hr 30min	2 to 6 Pax	Q.O.R	Q.O.R
Delta (any of the Okavango/Linyanti Lodges)	2hrs 55min	Max 3 Pax	\$ 7 120	\$ 7 450
	2hrs 35min	Max 11 Pax	\$ 9 675	\$ 10 480
Kasane (Botswana)	2hrs 30min	Max 3 Pax	\$ 6 520	\$ 6 785
	2hrs 10min	Max 11 Pax	\$ 9 820	\$ 10 480
Maun (Botswana)	2hrs 30min	Max 3 Pax	\$ 5 640	\$ 5 735
	2hrs 10min	Max 11 Pax	\$ 8 360	\$ 8 845
Victoria Falls (Zimbabwe)	2hrs 15min	Max 3 Pax	\$ 6 930	\$ 7 535
	2hrs 00min	Max 11 Pax	\$ 10 500	\$ 11 905
For ALL flights listed above	Excess luggage per additional 20kgs		\$ 115	\$ 115

Should you require further information, need assistance with a quotation, or wish to make a booking, kindly contact Judith Rothmann, of Mashatu Connect, via email at connect@mashatu.com or WhatsApp / phone +267 74 988 761.



MASHATU CONNECT

Mashatu Game Reserve, Northern Tuli Game Reserve, Tuli Block, Botswana
General Information and our Terms & Conditions (T's & C's)

General Information

Mashatu Connect is the air and road transport entity, trading as a subsidiary of Mashatu, established to coordinate the needs of guests visiting the commercial lodges of Mashatu Game Reserve i.e., Mashatu Euphorbia Villas, Mashatu Lodge, Tuli Safari Lodge Mashatu, Mashatu Tent Camp, Kolokolo & Shalimpo; as well as the range of properties located in the Northern Tuli Game Reserve of Botswana, in which Mashatu Game Reserve is situated.

Mashatu Connect arranges road transfers and flights, through its preferred and vetted service providers in the industry; with all logistical components of travel, connecting to this diverse and beautiful wildlife haven in the Tuli Block of Botswana, being seamlessly provided for in a professional and efficient manner.

Our rate sheet is based on connecting commonly requested destinations with Mashatu Game Reserve, we can however quote on road transfers and flights to / from other destinations within Southern Africa. Should accommodation be required on route to / from the Reserve we can assist with recommendations for your itinerary, which we can book on your behalf if required.

Contact Details:	Contact Person	Telephone Number	Email Address
Reservations:	Judith	+ 267 74 988 761	connect@mashatu.com
Accounts:	Catherine	+27 (0)31 761 3440	accounts@mashatu.com
Sales:	Tracy	+27 (0)83 651 3208	tracy@mashatu.com
Marketing:	Rozanne	+27 (0)31 761 3440	marketing@mashatu.com
Joint MD:	Wendy	+267 77 452 980 or +27 (0)71 852 3082	wendy@mashatu.com

Company Details:	Mashatu Connect - Botswana	Mashatu Connect - South Africa
Company Name:	Mashatu Nature Reserve (Pty) Ltd	Mashatu Investments (Pty) Ltd
Registration No.:	BW00000470551	1938/011455/07
VAT Reg. No.:	BW00000470551-00-05-72	4260264819
Postal Address:	P.O. Box 26, Lentswe Le Moriti, Botswana	Postnet Suite 035, Private Bag X7005, Hillcrest, 3650, SA

Mashatu Connect Road Transfers

All road transfers, through our preferred, insured, and vetted service providers; operate with fully licensed vehicles and drivers. Drivers ensure passenger safety and comfort; vehicles are put through roadworthy tests and regular services. A range of vehicles are utilized, specific to the number of passengers per transfer, as well as route taken. Driver, vehicle, and service provider details, as well as ETD's and ETA's will be provided / confirmed on confirmation of each booking.

Mashatu Connect Air Transfers (Flights)

All air transfers (flights), through our preferred, insured, and vetted charter operators; operate with fully-licensed aircrafts and pilots. Pilots ensure passenger safety and comfort; aircrafts are put through airworthy tests and regularly services. A range of aircrafts are utilized, specific to the number of passengers per transfer, as well as route taken. Crew, aircraft, and charter operator details, as well as ETD's and ETA's will be provided / confirmed on confirmation of each booking.

Departure Times From Lanseria International Airport (HLA) and Limpopo Valley Airfield (LVA)

Our set departure times for our per seat rate flights between Lanseria and Limpopo Valley Airfield are as follows:

- **Lanseria to LVA – depart Lanseria at 11h30** (flight time approximately 1hr 40min)
- **LVA to Lanseria – depart LVA at 14h30** (flight time approximately 1hr 40min)

(Anything outside of these times can be quoted on a private charter basis.)

Important Notes:

- The recommended cut-off time for international arrivals at OR Tambo International Airport is 09:00 (SA time). This allows a 2-hour window for the passengers to clear into South Africa, and road transfer to Lanseria Airport. The recommended cut-off time for domestic arrivals at OR Tambo International Airport is 10h00 (SA time). The road transfer from OR Tambo to Lanseria takes approximately 50 - 60 minutes.
- It is strongly advised that domestic connecting flights not be booked before 19h00 (SA time), and international connecting flights before 20h00 (SA time).

- In the event that agents/clients cannot adhere to the above set times, they will be offered the option of being quoted on a private charter.
- Flight times **cannot** be altered to accommodate passengers connecting flight plans. Kindly inquire on a private charter option to accommodate individualized itineraries.
- Quotations include a standard bar box with a selection of soft drinks and water, as well as light meal with snacks. Dietary restrictions / food allergies need to be advised upon booking.

Mashatu Connect Published Rates – T's & C's

- Rates are published / quoted NETT i.e., kindly add agent's commission at your own discretion.
- Rates are valid from January to December of each quoted calendar year.
- Rates are subject to availability at the time of booking, as well as agreement to our terms and conditions.
- Rates are inclusive of relevant taxes, levies, and VAT as maybe applicable.
- Rates are subject to industry and market related increases, including applicable exchange rate fluctuations.
- Rates are fixed in US Dollars (\$), and subject to being amended without notice.

Mashatu Connect Quotations – T's & C's

- Quotations will automatically lapse 5 days after being issued, unless specifically stated otherwise in the quotation.
- All air transfer / flight quotes are subject to the necessary airport slots being obtained prior to departure. Mashatu Connect will not be held responsible for slots not being available.
- Should a quotation be provided long in advance, and industry related price increases are experienced (e.g., fuel price increases); the quotation may have to be reviewed.
- Quotations are subject to the correct fuel being available at the destination, or enroute.

Mashatu Connect Booking Amendments & Cancellation Fees – T's & C's

- All booking amendments or cancellations are valid only if advised and accepted by Mashatu Connect, in writing, by e-mail.
- Booking amendments may attract additional charges, if applicable these will be highlighted in writing by Mashatu Connect for approval prior to amendments being processed.
- Should a cancelled booking be resold, cancellation fees will be refunded less a 10% handling fee.
- Cancellation fees are calculated on the total invoiced.
- Mashatu Connect reserves the right to charge the following cancellation fees:

Road Transfers

- 50% cancellation fee if cancelled less than 14 days prior to transfer.
- 100% cancellation fee if cancelled less than 7 days prior to transfer.

Air Transfers (Flights)

- 5% of the total invoiced, once a booking is confirmed i.e., 10% of the 50% deposit is non-refundable;
- 25% of the total invoiced, if cancelled 5 to 14 days prior to the date of departure;
- 50% of the total invoiced, if cancelled 49 to 96 hours prior to the time of departure;
- 75% of the total invoiced, if cancelled 25 to 48 hours prior to the time of departure;
- 100% of the total invoice, if cancelled 0 to 24 hours prior to the time of departure.

Mashatu Connect Payments and Deposits – T's & C's

- Full payment will be required prior to the departure; unless the client has a prior formal credit arrangement with Mashatu Connect regarding payment in arrears.
- A booking shall not be considered as a "confirmed" booking unless a 50% deposit, (10% of which is non-refundable), has been received and cleared into the company's bank account.
- Mashatu Connect reserves the right to automatically release bookings being held unless a deposit is received within the stated period reflected on the invoice issued to the client.
- Should bookings be made less than 30 days prior to travel, payment in full is required on receipt of the invoice issued to the client i.e., immediately.
- Payment is accepted in USD (\$), BWP (P) and ZAR (R), as arranged and invoiced. Should you wish to pay in BWP or ZAR, kindly contact Mashatu Connect for a rate of exchange.
- All bank charges, local and international, are to be borne by the remitter (client).
- Method of payment will be confirmed during the booking process.

- Any of the following methods of payment are acceptable:
 - direct bank transfer / direct bank deposit (see applicable bank a/c details below); or
 - via credit card; or
 - bookings with Mashatu Connect processed through a Mashatu reservation can be added as “extras” to the Mashatu accommodation bookings and settled directly with Mashatu.

Bank A/C Details:	For BWP payments in Botswana	For ZAR payments in South Africa
Account Name:	Mashatu Nature Reserve (Pty) Ltd	Mashatu Nature Reserve (Pty) Ltd
Account Number:	63023835979	1305832175
Account Type:	Call Account	Nedbank Non Res Account
Bank:	First National Bank Botswana	Nedbank Limited
Branch:	Corporate Branch	135 Rivonia Road, Sandown 2196
Branch Code:	282267	198765
Swift Code:	FIRNBWGX	NEDSZAJJ

Bank A/C Details:	For USD payments in Botswana	For USD payments in South Africa
Account Name:	Mashatu Nature Reserve (Pty) Ltd	Mashatu Nature Reserve (Pty) Ltd
Account Number:	62806578384	7503015470
Account Type:	Business Cheque Account	Nedbank CFC Account
Bank:	First National Bank Botswana	Nedbank Limited
Branch:	Corporate Branch, Gaborone	135 Rivonia Road, Sandown 2196
Branch Code:	281467	198765
Swift Code:	FIRNBWGX	NEDSZAJJ

- Please reference the payment as MC – followed by the invoice number. Proof of payment to be emailed to connect@mashatu.com for confirmation of booking(s).

Mashatu Connect Vehicle / Aircraft Availability – T’s & C’s

- All Mashatu Connect quotations, and bookings, are subject to the applicable vehicle / aircraft availability and serviceability.
- The applicable vehicle / aircraft will be reserved only once ...
 - written confirmation of the acceptance of the quotation has been received,
 - as well as these terms and conditions agreed,
 - together with the required holding deposit having been paid in full and with proof of payment received.

Mashatu Connect Permits for Road Transfers / Flights – T’s & C’s

When confirming a transfer, the transfer shall not commence without all the relevant permits being issued, i.e., in the case of road transfers – road permits / interzonal movement permits as may be require; in relation to flights - authorisations for international flights, or permits for landings at privately owned airfields. Permits will be applied once confirmation of the transfer has been received – confirmed booking. If the transfer is cancelled after permits have been applied for, the cost of these applications will become payable by the client if not covered by the cancellation fee levied.

Mashatu Connect Entry Requirements – T’s & C’s

It is the client / guest’s responsibility to ensure they fulfil the entry requirements of all the destinations and transiting countries for both themselves, and their children, any addition charges as a result of failing to comply shall be at the client / guest’s expense. All Mashatu Connect guests, must produce the appropriate identification and travel documents for immigration formalities at airports and border posts i.e., ...

- Motswana: Omang for domestic transfers and flights; passport for international transfers and flights.
- Foreign Nationals: Passport for both domestic and international transfers and flights, for Airports and Border posts clearance; as well as necessary visa if required.
- A mandatory negative RT-PCR test taken within 72 hours of arrival at the port of entry (international airport / border post).

Mashatu Connect Operating Hours – T’s & C’s

Road transfers and flights are restricted to daylight operating hours only, unless otherwise agreed to in respect of road transfers; or unless the destination airport is fully equipped with night landing facilities for flights. Certain border posts have limited hours of operation; as do certain airports, the latter may either not be flexible to permit flights “out hours” or may charge

supplementary fees for “out of our operations” or as a “noise abatement penalty”. Any impact to a booking by such T’s & C’s will be highlighted to the client during the booking process and taken into consideration when planning ETD’s and ETA’s.

Mashatu Connect Weather Diversions & Delays – T’s & C’s

Road / Air traffic delays and diversions due to poor weather are unfortunately beyond Mashatu Connects control. Any additional costs so incurred will be for the client’s account. If weather prevents the safe conduct of a flight, the client may be compelled to use alternate means of transport; including road transfers.

Mashatu Connect Luggage – T’s & C’s

- The maximum permissible luggage allowance per person, will be reflected on the quotation and will be strictly applied.
- Excess baggage will only be permitted if approved and arranged with Mashatu Connect prior to departure. In the case of excess baggage on flights, this will be charged for in addition to the quoted seat / charter rate. In the case of road transfers a trailer maybe arranged at an additional cost if not already included in the rate. Arrangements will be confirmed during the booking process.
- If goods are incorrectly packaged and/or do not have the correct documentation, carriage will be refused – this ruling applies to both road transfers and flights.
- Mashatu Connect, our charter operators and road transfer service providers, do not approve the transportation of Dangerous Goods (as classified in the IATA Dangerous Goods Regulations).
- No Dangerous Goods will be allowed on Mashatu Connect chartered aircrafts or transfer vehicles; and we reserve the right to offload any baggage that contains (or may contain) items deemed dangerous.

Mashatu Connect Other Important Information – T’s & C’s

- It is the responsibility of the client to ensure that all guests are covered by a travel insurance policy to protect against unforeseen cancellations, delays, injury, loss, or any other prejudice of whatsoever cause. Mashatu Connect reserves the right to request a copy of such documentation.
- Smoking in Mashatu Connect transfer vehicles / aircrafts is strictly forbidden.
- Mashatu Connect reserves the right to utilise transfer vehicles / aircrafts for its own needs on any “empty-leg” sector not used by the client.
- Mashatu Connect does not accept any responsibility for consequential damages that may be suffered by the client due to a breakdown, diversion, or other factors beyond its control. We and our preferred service providers will make every effort possible to minimize such costs being incurred.
- The terms and conditions stipulated in this document are subject to change from time to time under the express authorisation of the Director of Mashatu Connect.

<i>For office use only:</i>