



NOTE: WEARING OF CLOTH MASKS ON THE RESORT IS MANDATORY

The Sanbonani Team, in as far as possible, are committed to doing all we can to minimise exposure to the SARS-Covid-19 Virus however, responsibility also lies with the Main Member who is responsible for all members in his/her party. You are requested to act in a manner which will prevent the spread of the virus and to follow instructions in and around the Resort, Chalets, Reception and other area. The Sanbonani protocols are extrapolated from various Health Departmental guidelines, WHO, NCID and/or Government regulations. Please continue to ensure social distancing, wear your Mask and practise absolute hygiene.

The following occupation conditions apply but are not limited to:

1. To allow for a speedy check-in, your registration form may be requested from the Resort and or the website www.sanbonani.com - printed & completed at home but must be signed at the Resort.
Mandatory requirements – Only the MAIN MEMBER will be required to produce Identification.
CHECK IN / ARRIVAL Friday / Mondays - Strictly 15H00 – 21H00

CHECK OUT / DEPARTURE – Strictly before 09H00.
To assist in our preparation for the next arrival and in compliance with the Covid-19 protocols.
2. RECEPTION HOURS: Open on a 24 Hour Basis, 7 Days a week.
3. For any Emergencies contact Reception on EXT 9 or 073 940 4776; Duty Manager After Hours 078 559 1245 or the Main Gate on 2133 / 083 231 9241.
4. Chalet numbers may change however, the size will remain as noted on your Guest Certificate.
5. Should you, or anyone in your Party, display symptoms of COVID, kindly advise Sanbonani Management immediately. Please do not put our Staff or your fellow Guests, at risk.
6. Wearing of Masks is mandatory on the Resort, in all Public areas.
7. We advocate absolute hygiene when participating in any outdoor activities on the Resort. Note: Pool Towels are available at Reception and have been washed, sanitised but are not sealed in a plastic bag. Failure to return will result in a charge of R250-00 per towel
8. All Government and Covid-19 regulations apply.
9. Chalet Housekeeping is back on full service, once a day between 9am – 1pm. For your safety and that of our Staff, kindly ensure you are not in the area being serviced. Please advise Reception if you require NO Housekeeping SERVICE.
10. We have re-opened our Laundry Service. Kindly ensure your washing is sorted into Colours in one bag and Whites in a separate bag.
11. Linen will be changed on arrival only - Towels will be changed on Fridays & Mondays only.
12. DSTV – Limited Hotel Bouquet available.
13. Porters are available to assist with your luggage at your own risk.
14. STRICTLY NO DAY VISITORS.
15. Restaurant – Terrace Menu available during the Day. A-La-Carte Menu for Evening meals – Enquire & Book at the Restaurant.
16. Kruger Park is open for Day visitors – contact www.sanparks.org or Contact Phabeni Gate on 013 735 5890
17. On-Site Pause Spa is open for treatments and on appointment only - email pausespa@sanbonani.net
18. The Installation of our WIFI has been completed. Report problems to the Timeshare Office or Reception. View our COVID-19 Pledge on our website – www.sanbonani.com
19. PLEASE NOTE: - ALL Chalets, Buildings and Reception areas on this Resort are SMOKE FREE ZONES. NO SMOKING IN THE CHALET. We have been forced to implement a fine of R1000-00 should any guest not comply with this regulation.
20. Please see our NO NOISE Policy on the Front door in your Chalet. Firearms must be kept locked away – use the Safe in your Chalet – and may not be worn on your person or in your carry all, whilst in any / all Public Places on the Resort.