



ZULU NYALA PHOTO SAFARIS

FREQUENTLY ASKED QUESTIONS

You have questions? Well, you've come to the right place because we've got all the answers! Here's what you need to know before you come on Safari with us!



PHOTO SAFARI FAQ TABLE OF CONTENTS

Photo Safari Package Information:

- Rates for Additional Couple/Children
- Photo Safari Package Terms & Conditions

Booking Information & Planning Your Trip:

- Photo Safari Travel Dates
- Photo Safari Travel Seasons
- Photo Safari Package Airlines & Transfers
 - Passport and VISA regulations
- Office Hours & Tours/Check In & Out Times

General Information:

- Zulu Nyala's Location
 - Packing List
- Our Rooms, Upgrade Options & Facilities
 - Game Drive/Ranch Information
 - Drinks & Meal Times
- Offsite Excursions & Zulu Cultural Village
 - Game Lodge Spa & Gyms
 - WIFI, Laundry, Electricity & Safes
- Damages & Lost Goods, Payments For Extras
- Gratuity, VAT Reimbursement, Travel Insurance
 - Medical, Currency, Banking & Payment
 - References & Visual Information

PHOTO SAFARI PACKAGE INFORMATION

YOUR PHOTO SAFARI PACKAGE INCLUDES:

- **6 nights' accommodation for 2 people** at Zulu Nyala Heritage Safari Lodge, Tented Camp (depending on availability - Classic Room or Luxury Tent)

The following **meals** are included:

- Day 1 - Lunch & Dinner
 - Day 2 through Day 6 - Breakfast, Lunch, Dinner
 - Day 7 - Breakfast
- **2 game viewing per person per day** on Zulu Nyala Game Reserve (morning and afternoon drive)

YOUR PHOTO SAFARI PACKAGE EXCLUDES:

- Airfare (international or local)
- Airport transfer
- Travel insurance
- Any alcoholic beverages or soft drinks
- Laundry
- Telephone calls
- Extra activities/excursions
- Gratuity and additional purchases

*Please note that the market value of this Photo Safari package is valued at **US\$ 7,995 per couple**

RATES FOR ADDITIONAL COUPLE/CHILDREN - *SUBJECT TO CHANGE*

Yes, of course you can – the more the merrier as this is the most perfect and unforgettable trip to enjoy with friends and family!

The special discounted rates for an extra person(s) or children accompanying the couple who purchased the photo safari package are as follows for year 2025 *Subject To Change*:

	LOW SEASON JAN-FEB, JUNE-JULY, DEC	HIGH SEASON MARCH-MAY, AUG-NOV
COUPLE	\$4,645	\$5,115
SINGLE ROOM	\$2,520	\$2,770
CHILDREN (4-12 YRS.) SHARING	\$850	\$940
ADULT SHARING	\$1,720	\$1,895

PHOTO SAFARI PACKAGE TERMS & CONDITIONS

- The Photo Safari package is **valid for 2 years from Date of Purchase and is Non-Refundable.**
- The Photo Safari package can only be **transferred** to another person with **written permission** from the Photo Safari office.
- There is an **admin fee** of \$130 for the name change if transferred.
- The expiry date can be **extended** for another 6 months at an additional fee of \$300 per couple or another year at an additional fee of \$600 per couple. Kindly note that the **auction package extension allowance is a maximum of 2 years** from the **date of expiry**. Thereafter, the package will be **forfeited**.

PHOTO SAFARI PACKAGE TERMS & CONDITIONS

- The Photo Safari package may not be passed to other organisations and may not be bartered or sold in any other manner, unless permission is given by the Photo Safari office.
- The Photo Safari package **excludes accommodation at the Game Lodge;** however a surcharge is applied should guests wish to upgrade their package.
- The Photo Safari package may not be re-donated back to any organisation.
- Rates and information are subject to change. Please contact Zulu Nyalas' reservation team to receive current information.



ZULU NYALA PHOTO SAFARIS

BOOKING INFORMATION AND PLANNING YOUR TRIP



PHOTO SAFARI TRAVEL DATES

HOW FAR IN ADVANCE DO I NEED TO BOOK?

It is essential that you **book** your accommodation **prior** to confirming your **flights**.

We have many guests visiting us each year and a **limited number of rooms**.

Thus, we suggest that you **book** your room with us at least **one year in advance**.

Peak Season is from **March to May** and **August to November**.

PHOTO SAFARI PACKAGE TRAVEL SEASONS

Our **game viewing experience** at Zulu Nyala will be **exceptional** regardless of the time of year you decide to visit.

Hluhluwe has a **sub-tropical climate**, this means our winters are mild and dry whilst our summers are hot and humid.

Summer Season – September to April: Temperature range: 60 degrees – 104 degrees F

Winter Season – May to August: Temperature range: 40 degrees– 70degrees F

Rainy Season – September to March

Hottest Months – December to February

To check the weather forecast prior to your trip please visit www.weathersa.co.za and search for KwaZulu-Natal, Hluhluwe area.

Please note:

Information on this site is only a forecast and the actual weather may be different.

LOGISTICAL INFORMATION

HOW DO WE GET THERE?

Most international flights to South Africa arrive at **O.R. Tambo International Airport** in Johannesburg.

From O.R. Tambo International Airport you can **fly directly to King Shaka International Airport or Richards Bay Airport**

Zulu Nyala operates **daily shuttle services**. These shuttles must be arranged **in advance** with the reservation team.

DOMESTIC FLIGHT BOOKING INFO

OR TAMBO INT AIRPORT JHB TO KING SHAKA INT DURBAN

OR TAMBO INT AIRPORT JHB TO RICHARDS BAY AIRPORT

ROAD TRANSFER INFO

+/-3 HOURS' DRIVE FROM KING SHAKA INT DURBAN
AIRPORT TO ZULU NYALA

+/- 1HR 20 MINS DRIVE FROM RICHARDS BAY TO ZULU NYALA

AIRLINES & TRANSFER RATES

AIRPORT SHUTTLE RATES

SUBJECT TO CHANGE

Zulu Nyala operates daily shuttle services. These shuttles must be arranged in advance with the reservation team.

We recommend [Lift Airlines](#), however, flights can be booked online or via your travel agent through any local air carriers.

NUMBER OF GUESTS	1 PAX	2 PAX	3 PAX	4 PAX	5 PAX	6 PAX	7 PAX	8 PAX	9 PAX	10 PAX
RICHARDS BAY TO ZULU NYALA (ONE WAY) PER PERSON	R3480	R1740	R1190	R970	R860	R735	R715	R610	R550	R525
DURBAN TO ZULU NYALA (ONE WAY) PER PERSON	R4950	R2475	R1775	R1520	R1330	R1140	R1100	R935	R850	R805

- Rates are subject to change without prior notice **
- Additional charge for Hotel Pick up/Drop off in Durban – R890 per couple.
- Additional charge for a private transfer – R1080 per couple.
- Durban pick up between 17:00 pm – 20:00 pm will be charge R6395 (one way) per couple.

PHOTO SAFARI PACKAGE AIRLINES & TRANSFERS

AIRPORT SHUTTLE TIMES

DEPARTURE TIME ZULU NYALA TO DURBAN	DEPARTURE TIME DURBAN TO ZULUNYALA
06H00 AM	09H30 AM
08H00 AM	11H30 AM
10H00 AM	13H30 PM
12H00 PM	15H30 PM

There are no specific shuttle times for the pick-up and drop off in Richards Bay.

PASSPORT AND VISA REGULATIONS

- Ensure your passport is valid for 6 months after your expected date of return and has a minimum of 4-6 blank pages.
 - US citizens do not require a visa for business travel or travel for tourism if your stay is less than 90 days.
- If you are planning on visiting any of the countries neighboring South Africa, please ensure you have the necessary documentation.
- Please note that as of June 1 2015, new immigration regulations have been instituted. These new regulations pertain to the travel of minors to South Africa. It is now a requirement that children under 18 years of age, traveling with parents/family must produce a parental consent affidavit as well as a certified copy of their birth certificate.

ZULU NYALA OFFICE HOURS & TOURS

We can be reached on (011) 27 35 562 0177 or 1-800-810-4835 between the following office hours:

Monday – Friday : 08.00 am – 19.00 pm (CAT)

Saturday : 08.00 am – 12.00 pm (CAT)

Zulu Nyala Tours is based at Zulu Nyala Heritage Safari Lodge in Hluhluwe, South Africa. They are available to help you with all your airport transfers, travel arrangements, accommodation and tours in Southern Africa.

At Zulu Nyala we strive to ensure that your stay in our beautiful country is a **memorable** one. We will be more than happy to help you **plan your entire itinerary for your travels** through Southern Africa. The team has been involved in the tourism industry since 1985 and has **expert knowledge** in arranging tour packages which will meet any and all requirements for your trip. Zulu Nyala Tours can provide affordable tour packages to suit any budget and are able to arrange tours in Johannesburg, Cape Town, Kruger Park, Victoria Falls, Botswana, Kenya and many more.

CHECK IN/CHECK OUT TIMES

Check in Time – 2h00pm

Check out Time – 10h00am

Whilst the Zulu Nyala group will endeavour to accommodate any early check-ins or late check-outs it reserves the right to do so at its sole discretion.

Arrangement of early and/or late check-in/check-out times depends on room availability.

Please note:

Should you require an early check-in or late check-out an extra cost of R850 may be levied to you, the guest.



ZULU NYALA PHOTO SAFARIS

GENERAL INFORMATION ABOUT ZULU NYALA



ZULU NYALA LOCATION

WHERE IS ZULU NYALA SITUATED?

Zulu Nyala is a privately-owned safari game reserve, located in one of the largest and most diverse conservation areas in Southern Africa.

Zulu Nyala is situated in Hluhluwe, North of KwaZulu Natal, South Africa. For more information, please visit our website [here](#).

GPS Coordination

Zulu Nyala Heritage Safari Lodge : GPS: 27°57'10.21"S – 32°14'48.25"E

PACKING LIST

WHAT SHOULD I PACK?

- Valid Passport (with at minimum of 4-6 empty pages); Travel Insurance & Medical Kit
- Warm Clothes (for morning/evening drive); Tennis Shoes – for safari/walking trail; Sandals (During the day/summer season); Long Sleeve shirt & Long Pants – preferred during game viewing; Light, cotton clothing – shirts and shorts (for the humid warm weather); Light weight waterproof jacket (for cooler weather/ winter/raining season); Glove / Scarf – for winter travelers; Swim Suit – for summer travelers; Peak or Wide Brimmed hat; Sunglasses; Gym Attire (if you plan on exercising in the gym)
- Mosquito Repellent; Sun Block – high SPF between 30-50
- Converter – to charge units; Lightweight flashlight; Alarm Clock – or you can use your cell phone; Binoculars; Extra Memory card for your cameras; Battery/battery charger; camera and lenses
(Recommended Camera Lens for Africa – 75 to 300 mm or 150 to 500mm)
- Exchange Local currency – suggest +/- R3500 (US \$ 200)

HERITAGE SAFARI LODGE, SUITES & TENTS - ROOM TYPES

HERITAGE SAFARI LODGE, SUITES & TENTS

At the Heritage Safari Lodge, we have following types of accommodations:

- Classic Room (included in the Photo Safari package)
- Luxury Tented Camp (with a permanent base) (included in the Photo Safari package)
- Superior Tented Camp
- Luxury Family Room
- Heritage Suite

HERITAGE SAFARI LODGE, SUITES & TENTS - ROOM TYPES

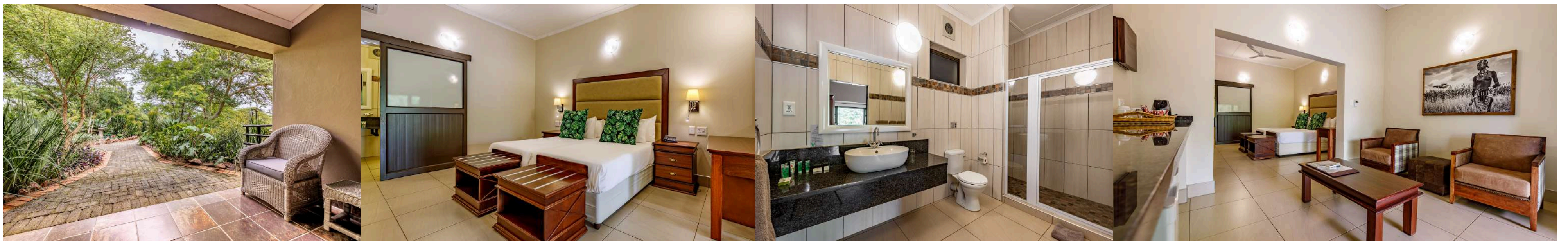
THE FOLLOWING AMENITIES ARE COMMON TO ALL ROOMS:

- Ensuite Bathroom with shower and bath
- Airconditioner & fan
- Shampoo, conditioner, lotion, soap (complimentary on first day)
- A tea and coffee station
- A telephone. hairdryer and clothes hangers
- A safe for your valuables

HERITAGE SAFARI LODGE, SUITES & TENTS - ROOM TYPES

CLASSIC ROOMS

- Room with Twin bed or King bed on request
- Some rooms have extra beds to accommodate extra guest or children
- Included in your photo safari package (availability dependent)



HERITAGE SAFARI LODGE, SUITES & TENTS - ROOM TYPES

LUXURY TENTED CAMPS

- Air-conditioned Room with Twin bed or King bed on request
- Included in your photo safari package (availability dependent)



HERITAGE SAFARI LODGE, SUITES & TENTS - ROOM TYPES

SUPERIOR TENTED CAMP

- Situated next to the Classic Rooms
- Air-conditioned Tents with King bed and day bed for third person sharing – fans available in all tents
- Sitting area, patio and couches included
- Available as an upgrade option. Please see below for more details



HERITAGE SAFARI LODGE, SUITES & TENTS - ROOM TYPES

LUXURY FAMILY ROOM

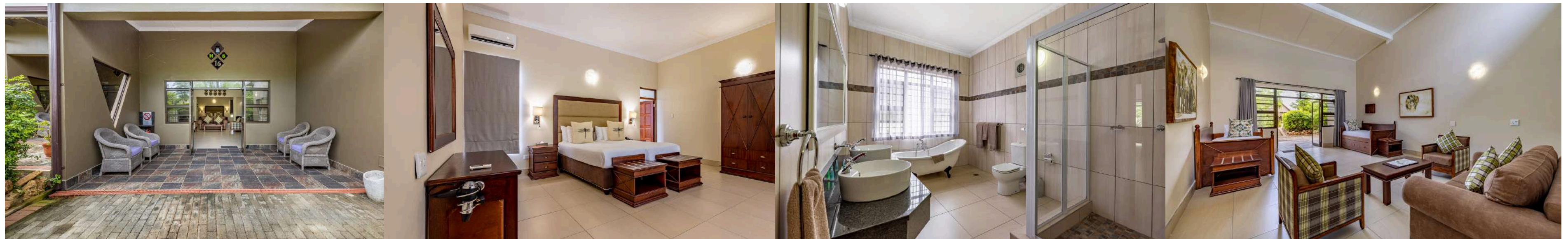
- Situated next to the tented rooms
- Rooms with two double beds and a day bed for third person sharing - airconditioners and fans available in all tents (sleeps 5 people with two rooms)
- Sitting area, patio and couches included



HERITAGE SAFARI LODGE, SUITES & TENTS - ROOM TYPES

HERITAGE SUITES

- With a floor area of approximately 100m² and set amongst thousands of indigenous-trees and plants these beautifully appointed rooms are truly in a league of their own
- Each room has a massive en-suite bathroom with both a bath and shower
- King or Twin available upon request. The rooms each have a lounge area with couches and two daybeds, as well as a private patio area
- Available as an upgrade option. Please see below for more details



HERITAGE SAFARI LODGE, SUITES & TENTS - ROOM UPGRADE RATES

HERITAGE SAFARI LODGE ROOM UPGRADE RATES

SUBJECT TO CHANGE

The following are the **surcharges for upgrading your room**

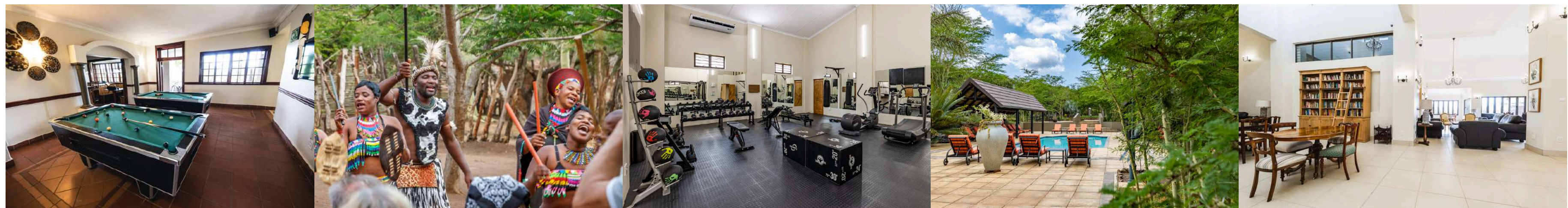
- **Heritage Suite** - \$115 per suite per night
- **Superior Tent** - \$80 per tent per night

**** Please note:** Booking of upgraded rooms/camps/suites is subject to availability. It is essential you pre-book in order to secure your preference. All quoted rates are subject to change ******

HERITAGE SAFARI LODGE, SUITES & TENTS - FACILITIES

The following amenities are available on the Heritage Safari Lodge property:

- Walking & Jogging trails and Gym
- 2 swimming pools / TV lounge, Library / Pool Table / Bars / Curio shop
- Authentic Zulu Cultural Village on the property
- Free WIFI in common areas
- Animals on site such as nyala, impala, monkeys and birds



ZULU NYALA GAME LODGE - ROOM TYPES

ZULU NYALA GAME LODGE

There is an **option** of choosing to **upgrade to a room at the Zulu Nyala Game Lodge**. The Game Lodge is approximately 5km from the Heritage Safari Lodge and has the following types of accommodation:

- Classic Room & Classic Family Room
- Honeymoon Suite
- Luxury Pool View Room
- Luxury Room & Luxury Family Room

ZULU NYALA GAME LODGE - ROOM TYPES

THE FOLLOWING AMENITIES ARE COMMON TO ALL ROOMS:

- Ensuite Bathroom with shower and bath
- Airconditioner + fan
- Shampoo, conditioner, lotion, soap
- A tea/coffee station with fridhe
- A telephone. hairdryer and clothes hangers
- A safe for your valuables

ZULU NYALA GAME LODGE - ROOM TYPES

CLASSIC ROOM

- Room with Twin bed or King bed upon request
- Patio area overlooking the garden
- Available as an upgrade option. Please see below for more details



ZULU NYALA GAME LODGE - ROOM TYPES

CLASSIC FAMILY ROOM

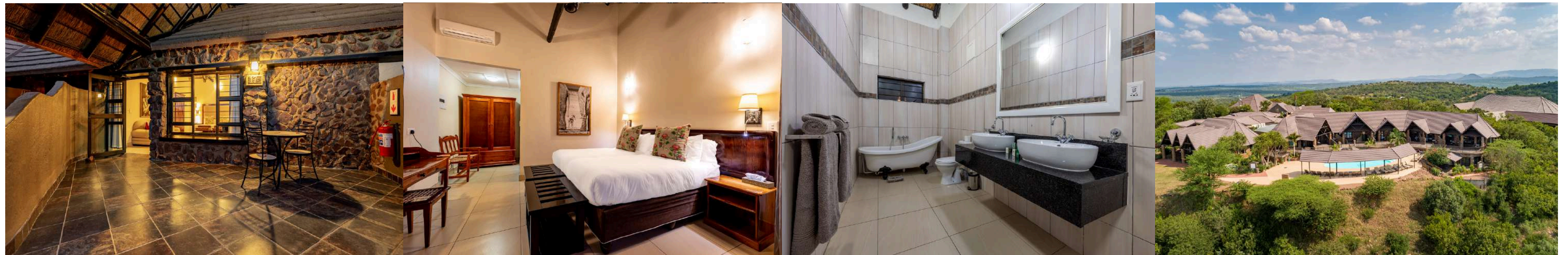
- Room with Twin bed or King bed upon request with extra beds for additional family/friends
- Private patio area
- Room is closer to the restaurant/reception area
- Available as an upgrade option. Please see below for more details



ZULU NYALA GAME LODGE - ROOM TYPES

POOL VIEW LUXURY ROOM

- Room with Twin bed or King bed upon request
- Full view of the pool & reserve with large private patio area
- Smaller than our luxury rooms but still spacious and lovely
- Available as an upgrade option. Please see below for more details



ZULU NYALA GAME LODGE - ROOM TYPES

HONEYMOON SUITE

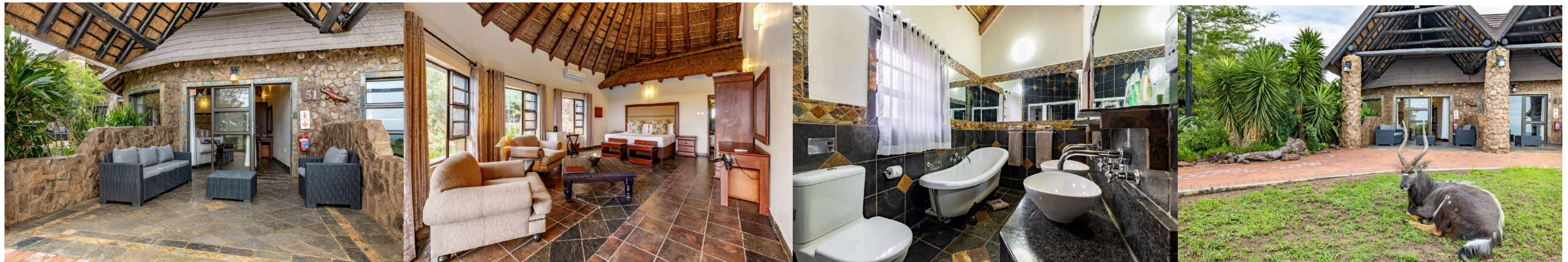
- Room with King bed
- Either have a view of the reserve or situated near the pool with large private patio area
- Larger than our Classic/some of our pool view luxury rooms
- Available as an upgrade option. Please see below for more details



ZULU NYALA GAME LODGE - ROOM TYPES

LUXURY ROOM

- Room with Twin bed or King bed upon request
- Either have a view of the reserve or situated near the pool with large private patio area
 - Larger than our classic rooms /some of our pool view luxury rooms
 - Available as an upgrade option. Please see below for more details



ZULU NYALA GAME LODGE - ROOM TYPES

LUXURY FAMILY ROOM

- Room with King and Twin beds with extra beds for additional family/friends
- Larger room with lounge area with couches
- Private patio area with incredible view of the reserve/succulent garden

Available as an upgrade option. Please see below for more details



ZULU NYALA GAME LODGE - ROOM UPGRADE RATES

ZULU NYALA GAME LODGE ROOM UPGRADE RATES

SUBJECT TO CHANGE

The following are the **surcharges for upgrading your room**

- **Classic room/Classic Family Room** - \$40 per room per night
- **Pool view luxury room** - \$70 per room per night
- **Luxury room/Honeymoon Suite** - \$80 per room per night
- **Family Upgrade Room** - \$105 per room per night

**** Please note:** Booking of upgraded rooms/camps/suites is subject to availability. It is essential you pre-book in order to secure your preference. All quoted rates are subject to change ******

ZULU NYALA GAME LODGE - FACILITIES

The following amenities are available on the Game Lodge property:

- Tennis court, swimming pool, gym and spa
- Curio Shop, TV Lounge / Library and bar
- Free WIFI in common areas
- Wild animals such as nyala, warthog, birds and monkeys



FACILITIES AND SERVICES

Facilities and Services

- Whilst care is taken to ensure that the description of facilities and services at Zulu Nyala is accurate, these are continually being changed, upgraded and on occasion take out of service and if any feature/facility is essential to you in choosing a particular property
 - It is your responsibility to confirm with Zulu Nyala prior to making your booking that the feature/facility will be available during your stay
 - Zulu Nyala is not liable for omissions, errors or changes to the facilities and services at the properties, whether temporary or permanent
 - Accommodation facilities listed may not apply to all room types
- Please also note that whilst Zulu Nyala attempts to satisfy all special requests, we do not guarantee that special requests can be accommodated.

ZULU NYALA GAME DRIVES

- You will be assigned to a host guide (10 guests per ranger).

The host guide will consult with you to arrange your game viewing and day activities

- Game Viewing are done in game viewing vehicles and all our guides are qualified game rangers
- Included in your Photo Safari Package are two game drives per day (morning and afternoon) on the Zulu Nyala Game reserve
- Each drive is 2 hours long. The exact time of your morning and afternoon drive will be communicated to you by your host ranger

Please Note: Whilst we love children at Zulu Nyala, for safety reasons there is an age restriction placed on game viewing activities. **No child younger than 5 years of age will be allowed to go on a game drive**

PLEASE NOTE: NO DRONES OR AIRBORNE PHOTOGRAPHIC EQUIPMENT WILL BE ALLOWED TO BE USED ON ZULU NYALA OR SURROUNDING GAME RESERVES

ZULU NYALA GAME RESERVE

- Zulu Nyala Game reserve is +/- 4500 acres and is home to animals such as Leopard, Rhino, Buffalo, Elephant, Hippo, Crocodile, and many other plain game species may be seen
- For bird lovers, there are over 500 species of birds, prolific amount of birds
- As this is a photo safari experience, we highly recommend you bring your cameras with you to get the best shots possible of all of our incredible wildlife on the property
- We encourage all of our guests to share their photographs and experiences on our Facebook page with us which you are more than welcome to join! Trust us, it'll get you even more excited for your trip than you already are!

[Click the link here to join!](#)



ZULU NYALA MEAL TIMES

Meal Times:

Breakfast – 07.00 – 09.30

Lunch – 12.30 – 14.30

Dinner – 19.00 – 21.30

Please note: Menus are changed daily and any special dietary requirements are catered for by prior request only and will be subject to a surcharge



ZULU NYALA DRINKS

Beverages available from our establishment include:

- Local and International Branded alcoholic drinks including wine
- Soft drinks, Water and Cocktails (alcoholic & non-alcoholic)
- Zulu Nyala is a fully licensed establishment. No alcohol may be brought onto or consumed on these Premises unless purchased from the bar or restaurant
- No alcohol will be sold to persons under the age of 18 years

OFFSITE EXCURSIONS

Offsite Excursions:

Zulu Nyala is situated in an ecologically diverse and unique location. To ensure our guests get to experience as much of the beauty around us as possible, we offer a variety of excursions in the surrounding area.

Additional day excursions can be booked with your host guide and will be explained to you upon arrival.

Some of excursions available in the area include:

Crocodile and Reptile Park; Cheetah Rehabilitation; Scuba Diving/Snorkeling; Tembe Elephant Park; Pineapple Farm Visit; St Lucia Boat Cruise; Tiger Fishing; Elephant Interaction; Deep Sea Fishing; Local Visit to School/Village; Safari/Beach Horse Riding; Hluhluwe/Umfolozi Game Reserve

A comprehensive list of all available excursions as well as prices can be obtained upon request from our Photo Safari office.

ZULU NYALA SPA

Zulu Nyala Game Lodge Spa:

A MOMENT NEVER WASTED

Further enhance your stay at Zulu Nyala Game Lodge & Reserve by spending time in our recently opened Spa! Our highly skilled & experienced therapists are available to pamper you with relaxing massages & facials, hand & nail treatments plus a variety of beauty therapies. Our spa is spacious, airy & light with forever views of our privately owned Game Reserve. Experience the Magic of Africa with us, while you rejuvenate! Spoil yourself – you deserve it!

Cancellation policy: within 6 hours of booked treatment time to avoid being charged.

[DOWNLOAD OUR SPA MENU HERE](#)



ZULU NYALA CULTURAL VILLAGE

Zulu Nyala Cultural Village:

The Heritage Safari Lodge property is home to the largest Zulu Cultural Village in South Africa, where the residents still live and practice Zulu traditions as their ancestors did hundreds of years ago.

A visit will expose you to traditional Zulu beer and spear making; sangomas who read your future in the bones that they throw; the Zulu version of martial arts: stick fighting; bead and basket making, and high-kicking, rhythmic Zulu dancing.

Bookings are essential and can be done through your host ranger or with Front Desk.



ZULU NYALA GYM

Zulu Nyala Gym:

Both the Heritage Safari Lodge & Game Lodge have fully equipped, air conditioned gyms for you to enjoy on your stay with us. Please note that guests are responsible for knowing their own physical limitations. Please make use of the equipment responsibly.

For those of you who take your training more seriously than most, [here is a list](#) of what equipment the gyms includes.



WIFI AND LAUNDRY

Wi-Fi and Internet Access

We have free internet/Wi-Fi available and the signal is stronger at the common areas (reception, restaurant and bar).

Guests with laptops/smart phones may use wireless internet at the Common Areas and those without laptops/smartphones, can use the desktops available at the reception area.

Laundry

Zulu Nyala offers laundry facilities at an additional cost. A laundry price-list and laundry bag are placed in the wardrobe of each room.

The laundry is collected by housekeeping in the morning and returned to your room that same day.

SAFES AND ELECTRICITY

Safes

All the rooms/tents contain a safe in the wardrobe. We recommend you keep all your valuables (money/phone/jewelry) in the safe when leaving the room. Please ensure you check the safe before checking out. We at Zulu Nyala are not responsible for any loss/theft/damage that may occur to your belongings during your stay with us.

Electricity

There are four typical plug types in South Africa, types C, D, M and N.

Plug type C has two round pins. Plug type D has three round pins in a triangular pattern as do types M and N.

South Africa operates on a **230 VAC supply at 50Hz.**

Adaptors are available for purchase at front desk/reception. Alternatively, you can purchase your own one [here](#).

DAMAGES AND LOST GOODS

Damages and Lost Goods:

- Zulu Nyala shall **not be liable for consequential damages or indirect damages.** Should any faults or shortcomings arise in the services provided by Zulu Nyala, we will make every effort to correct this if the customer has brought these to our attention or make his/her objections promptly known.

The customer is obliged to make reasonable effort to rectify any fault or minimize any possible loss or damage, and to bring any faults or damage immediately to Zulu Nyala Front Desk attention.

The customer is also obliged to advise of the likelihood of any possible serious loss or damage without delay.

- Safekeeping of baggage and personal effects shall always remain the Guest's risk throughout.

Zulu Nyala will assume no liability for lost or damaged baggage.

PAYMENT FOR EXTRAS

Payment for Extras:

The following are **not included in the Photo Safari Package** and are charged for as extras:

- Side trips/Offsite Excursions
 - Airport transfers
 - Beverages
 - Laundry
 - Telephone calls
- Curios bought from our curio shops
- Gratuities

All the above can be **billed to your room** and the **account can be settled upon check out.**

Payment can be made by credit card (American Express, VISA, Mastercard) or cash.

Please note:

Zulu Nyala does not accept travelers' cheques

GRATUITY

Do I tip and if so, how much?

At Zulu Nyala, our staff work hard to ensure your comfort and enjoyment for every moment of your stay. Tipping is **at your discretion** or 15% off your final bill which is a **General Suggested Tip**. This may be paid by credit card or dropped into the box at reception.

Tips are shared amongst all of the hotel and junior staff, ensuring that those working hard behind the scenes are also included. However, should there be any staff members you wish to **tip directly**, you are most welcome to do so by dropping a money envelope into the box provided at the front desk with your name & the name of the staff member. Management will ensure that the staff member gets the tip you left for them.

When tipping your transfer driver, we suggest in the region of \$40 per couple and you can tip them directly.

Tips for your **guide** are usually given in person at the end of your visit. The amount is completely at your discretion, but the suggested guideline is +/- \$300 per couple for your 6-night stay.

VAT REIMBURSEMENT

VAT reimbursement at the airport:

VAT reimbursement is only available on **goods purchased** with the **proper documentation**; which is a **detailed invoice** with a description of the goods as well as a price breakdown of the items and taxes.

Officials will also need to inspect the items, i.e. they **can't be packed in your checked luggage**.

TRAVEL INSURANCE

Travel Insurance:

Zulu Nyala strongly **recommends that you purchase comprehensive travel insurance** for the duration of your stay in South Africa and neighboring countries.

The insurance should cover items including but not limited to:

- Medical expenses
- Loss of booking amount through cancellation
- Loss or damage to personal baggage or loss of money

Zulu Nyala is partnered with Global Rescue and we highly recommend them as a travel insurance partner. You can see a list of their comprehensive coverage and enroll with them by [clicking this link here.](#)

MEDICAL

Medical:

- Ensure any recommended vaccinations are up to date before your trip. Consult your doctor or pharmacist at least 4 weeks before your departure date or visit www.cdc.gov/travel for more information.
 - If you use prescription drugs, please ensure you have enough for your entire trip.
- Although there is very low risk of contracting malaria in our area, it is advisable to take precautions especially in the summer months. It is advisable to use a mosquito spray/repellent or cream for the outdoors activities.

This is available for purchase at the reception if you happen to forget yours.
- Please make sure to bring your own medication with you such as Paracetamol incase of a headache.

We unfortunately will not be able to administer any form of medication.

CURRENCY, BANKING AND PAYMENT

Currency, Banking and Payment:

– The currency in South Africa is Rand (ZAR).

– Banking hours are between 9h00 and 15h30 weekdays and 8h00 to 11h00 on Saturdays.

– There are ATMs throughout the country at airports, petrol stations and shopping centers.

Larger establishments accept most international credit cards (VISA, MASTERCARD OR AMERICAN EXPRESS) and cash is preferred when purchasing at smaller shops or curio stalls when dealing with informal traders.

WE DO NOT ACCEPT TRAVELLER'S CHECKS AT ZULU NYALA.

REFERENCES AND VISUAL INFORMATION

References and Visual Information

Need more information from prior guests? Please [visit Trip Advisor](#) for peer-reviews

Visit our website for more information at www.zulunyalacoza.co.za

Find us on Facebook: Join us at [Zulu Nyala Guest Photos](#) or visit our [Zulu Nyala Page](#)

You can also [download a copy of our e-Brochure here](#)

Here is are [promotional videos for both properties](#)

Please don't hesitate to reach out to us if you have any further questions

Also, if you would like use our safari donation auction item to benefit a charity/school/medical center that you support, please contact your agent Debbie Bosman bosman@zulunyala.com