

GUEST INFORMATION SHEET

BOOKINGS & ENQUIRIES



Location & Directions

Where is Shumbalala?

- A** Shumbalala is about 242 km from Gaborone. Via Molepolole, take the Lephephe road, and about 56 km after Otse you'll turn onto a gravel road. From there, it's roughly a 45-minute drive to the lodge.

How do I get there?

- A** It's a scenic and easy drive. Follow the signs after Lephephe. The gravel road is accessible by most vehicles.

Are you on social media?

- A** Yes! Find us on **Facebook: Shumbalala Game Botswana**. You can also inbox us directly, we are always happy to assist and make your stay memorable.

What time is check-in and check-out?

- A** Check-in is from **14:00**, and check-out is by **11:00**. Early check-in or late check-out may be arranged on request, subject to availability.

What is your cancellation policy?

- A** Cancellations made **7 days or more before arrival** are free of charge. Cancellations **less than 7 days before arrival** may incur a **50% cancellation fee**.

Do you require a deposit to confirm bookings?

- A** Yes. A **30% deposit** is required to secure your booking, with the balance payable **on arrival**.

Are children allowed?

- A** Yes, children are welcome.

Do you have child-friendly activities?

- A** We have family-friendly activities such as horse riding, game drive, swimming, quad biking (age restrictions apply), and bush walks.

Can groups book the whole lodge exclusively?

- A** Yes! Exclusive lodge bookings are available for corporate retreats, family reunions, or special events. Contact us for rates and availability.

Is it safe to walk around the lodge area?

- A** Yes, our grounds are generally safe for guests. However, wildlife is present, so guided walks are recommended.

What wildlife can we expect to see?

- A** Guests may spot antelope, zebra, giraffe, eland, and various bird species.

Do you offer guided bush walks?

- A** Yes! Guided bush walks are available with our trained rangers, perfect for spotting wildlife and learning about local flora and fauna.

Do you cater for dietary requirements (vegetarian, vegan, gluten-free, halal)?

- A** Yes, we accommodate special dietary needs with prior notice.

Can guests bring their own drinks or food?

-  No outside food and drinks are not allowed into the lodge. Our on-site menus cater for a variety of tastes and dietary requirements.

Do you offer menus for food and drinks?

-  Yes. Menus are available on request. Custom catering is available for groups and private events.

Is there Wi-Fi or phone network coverage at the lodge?

-  Wi-Fi is available for guests. **Phone network coverage is not available**, so the primary way to communicate is via WhatsApp.

Do rooms have electricity and hot water?

-  Yes, all rooms have electricity and hot water for your comfort.

Can guests arrive via self-drive?

-  Yes! The gravel road to the lodge is accessible by **almost all vehicles**.

What if my car isn't suitable for the gravel road?

-  We can arrange a transfer **from Maoto Mamedi Feedlot to the lodge** at an additional cost of P300 per person (return trip) to ensure a safe and comfortable arrival.

Do you offer airport transfers?

-  Yes. Airport transfers from Gaborone (SSKIA) can be arranged at an additional cost of P1,000 per person (return trip).

Are day visits allowed?

-  No, day visits are not permitted.

What forms of payment do you accept?

-  We accept **cash, card and bank transfer**

Do you have medical facilities or first aid on-site?

-  Basic first aid is available at the lodge. For **group bookings**, an **in-house doctor** is available. In case of other medical emergencies, nearby medical facilities can be accessed quickly.



Activity	Price (BWP/pp)
Game drives	400
Quad Biking	350
Paintball	200
Farm tours	200
Team games	Complimentary
Bush Dining & Themed Night	Available on Request

Activity	Price (BWP/pp)
Sip and Paint	950
Lunch in the Bush	Available on Request
Horse Riding	500
Volleyball Games	Complimentary
Spa Treatments	Available on request at an additional cost



Accommodation

What types of rooms are available?

- Executive Tents
- Deluxe Tents
- Family Chalets (up to 4 guests)
- Bush Bases
- Standard Chalets

Important Note

Chalets and family rooms are only available for group bookings, not for individual travellers.

Why visit Shumbalala?

-  It's a peaceful, nature-filled escape where you can unplug, recharge, and create unforgettable memories.

Can you provide décor for birthdays or special occasions?

-  Yes! We can arrange décor for birthdays, anniversaries, engagements, and more. Rates available on request.

Contact Us for Bookings & Enquiries

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