

SAMBANI LODGE GENERAL OPERATING GUIDELINES TO THE PUBLIC AND CUSTOMERS

Sambani Lodge, The Paradise Lodge in the Northern Region of Malawi is a Private Registered Business with an operating License guided by the Laws and Regulations of the Republic of Malawi which falls in the Ministry of Culture and Tourism.

As a business, Sambani Lodge is in private business to create shareholders value as a return on their investment and job creation for our staff members on sustained basis and therefore the following amongst other rules and operating procedures apply that we expect our customers and clients to comply with, for the sustainability of the business while giving the professional service to our distinguished guests, customers, clients and all other stakeholders and interested parties:

1. **SECURITY:** All vehicles and individuals are thoroughly searched at the gate before entering the premises of Sambani Lodge. This also includes registering and signing all relevant details in the Security book managed by the Guard on duty who is there to serve you **24 hours**. The guard on duty will also sign off the time you left the premises. This is for your own safety, the safety of others and the Lodge.
2. **UTILITY FEES OR GATE ENTRANCE FEE:** All adults above the age of 12 years pay **MK500.00** per person and not per vehicle. This fee caters for the upkeep of the premises like cleaning of the private part of the beach so that you enjoy pleasant and pristine beach experience, access to our private toilets, showers which use water from water board which is very costly and at times when the beach is too full, we hire casual labour for enhanced security and life guards in the water. **This fee is not included anywhere in our meals or drinks**, it does not apply to our accommodated or conference guests and is applicable to day visitors only.
3. **FOOD AND DRINKS FROM OUTSIDE PREMISES:** Sambani Lodge is in the business of selling accommodation, conference facilities, food and drinks for its growth and sustainability. Allowing guests, customers and clients bringing their own food and drinks on to the premises defeats the very reason we are in business however if the customer so wishes to do so, the following rates and charges apply:
 - **Food alone brought on to the premises-** A charge of **MK3000.00** per person which is the equivalent of a plate of a meal you would buy at Sambani Lodge.
 - **Food and Drinks brought on the premises-** A charge of **MK5000.00** per person which is the equivalent of a plate of meal and estimated drinks you would consume during the time you spend at Sambani Lodge.
 - **Braai:** We offer braai facilities as part of the Sambani Lodge menu offering however if guests want to Braai themselves on our premises and they brought their own drinks or food on the premises, a flat fee of **MK10,000.00** per vehicle applies.
4. **SAFETY WHILE SWIMMING:** Swimming is at **OWN RISK**, we do not take any responsibility whatsoever what happens in the water and therefore we call upon all our esteemed customers and guests to take appropriate safety measures for themselves, their loved ones and other guests.

These operating policies and procedures are in place for your appreciation as valued caring customers, guests, stakeholders and clients in supporting the continued existence and sustainability of Sambani Lodge as your number choice Lodge in the Northern Region of Malawi. **Sambani Lodge Management and Staff reserves the right of permission to their premises for non-compliance of rules** and these guidelines change and updated from time.

Thanks for your continued support over the years. We are here because of you and committed to offer the best of lodging, conference and beach experience.

MANAGEMENT AND STAFF OF SAMBANI LODGE