



Proudly Conservationist. Uniquely Zulu. Incomparably Thanda.



Dear Guest

We are often asked about our gratuity policy, as it is a sensitive issue for guests to ask, we would like to offer you a guideline of how we allocate tips at Thanda Private Game Reserve

We have a total of 185 staff members on the property. Making your visit a memorable one includes reserve and hospitality departments working hand-in-hand to perform daily duties efficiently.

The Distribution of tips are done as follows:

- General staff tips – these are distributed amongst approximately 90 staff members, which is all of our staff excluding guides, trackers, butlers and senior management. An average for general staff tips is R 500.00 per room per night.
- Guides tips - you are welcome to give these directly to your guide; he will share 50% with his tracker, you could also give directly to your guide and tracker if you prefer. If you do not have cash, you are more than welcome to pay by credit card at reception and specify whom this is for. Guides and Trackers tips average R700.00 per room per night
- Special tips- if you feel that one of the staff members have offered exceptional service and you would like to show your gratuity to this person specifically, you are welcome to leave a “special tip” by credit card or cash, specifying the person’s name on the invoice/envelope

Please feel free to make use of the printed envelopes provided and hand all tips in at the front office/reception.

Kindly note that the above amounts provided are only an indication of what to leave, we often receive more or less than the indicated amount and anything is appreciated.

The staff appreciate your gratitude shown.

