

## **African Lion Safari 2018**

### **Frequently Asked Questions (FAQ) for Guest Inquiries**

1. **What is included with my rate?** You will receive passes to African Lion Safari (based on package chosen), 20% off dinner, full hot breakfast buffet based on package.
2. **Are taxes included?** All packages are plus taxes and fees for room rate and tickets.
3. **How far is the Safari from Sunbridge Hotel and Conference Centre?** 15-25 minutes. We provide printed directions from hotel.
4. **Can you use the meal voucher at the Safari?** No. The meal voucher is for dinner in our on-site restaurant, Fireside Grill, only.
5. **If I book for more than 1 night, do I get the buffet breakfast for each morning, and 20% dinner discount each night I am there?** **NO.** You only get to use the 20% dinner discount once, and a max total of full breakfast buffets for your entire stay (depending on package).
6. **Do I have to come to the hotel first, or can I pick up my tickets at the Safari?** You do need to come to the hotel to pick up your tickets first and leave a method of payment. If we cannot check you in, you can still get your tickets and go to the park, then check in when you return.
7. **Do I have to use my tickets on the day I arrive?** Your tickets are good any day of the season and until the park closes September, for a one-time use only.
8. **Are there any rain checks?** You have until 6pm the day of arrival to cancel or make changes to your reservation with the hotel. You can use your tickets any day until the park closes in September, one-time use only. All features of the park are “weather permitting.”
9. **Do you offer senior’s discounts on the tickets?** **NO.** You are already receiving a discount on the tickets; however we only sell adult and children’s tickets. If you would like to purchase any extra tickets outside the tickets included you can purchase senior tickets at the park gate.

#### **10. What are the Safari hours?**

##### **May 5 to June 22**

Monday - Friday:	9:00 a.m. - 4:00 p.m.
Saturday, Sunday: and Holidays:	9:00 a.m. - 5:00 p.m.

**June 23 to September 3**

Daily: 9:00 a.m. - 5:30 p.m.

**September 4 to September 30**

Daily: 9:00 a.m. - 4:00 p.m.

**The through game reserves do not open until 10am daily.**

- 11. Is there a discount for the 2<sup>nd</sup> night? What about consecutive nights?** Yes, the discount rate is for 2<sup>nd</sup> night only (or 2<sup>nd</sup> room with no package items). 3<sup>rd</sup> nights and on will be for any other qualified rate available.
- 12. I booked online and my 2<sup>nd</sup> night shows the same rate. You told me it would be cheaper. Yes, it will be cheaper.** The hotel must do the manual changes to the correct rate in-house once arrived.
- 13. What if I have more than 4 people and I need more tickets?** You can buy discounted individual adult and kid's tickets at the Hotel when you get here.
- 14. What ages does the child's ticket cover?** A child's ticket is for children ages 3-13. 2 and under is free, adult is 13+.
- 15. Do I have to pay for parking at the Safari?** Parking at the park (and the hotel) is free.
- 16. What does it cost to drive through the park?** If you want to take the Safari's bus through the park, the cost is \$4.95 for children (3-12) plus tax, seniors (60+) and adults \$5.25 (plus tax). 2 and under is free. To drive your own vehicle through is no extra charge... except for the cost to repair your car from active monkeys!
- 17. How long does it take to go through the Safari?** 5-6 hours depending on crowd and wait times.
- 18. Can I apply a \_\_\_\_\_ (CAA/Government/etc.) discount to my rate?** No. It is already a discounted rate with the ALS package. Unfortunately, we cannot combine discounts.
- 19. Does the hotel offer transportation to the Safari?** No.
- 20. What are in the kid's welcome treat?** Jumbo Freezies
- 21. When I booked, I thought I needed a package for 4, but only 3 or 2 of us are going now. Can I change the number of tickets when I get there?** You can change from a package by contacting us or upon arrival.