

SANCTUARY SERVICES

The Sanctuary is committed to providing support and assistance to our homeowners to suitably manage their homes, staff and assets in the owner's absence, prepare adequately for their holidays before arrival, and to access quality goods and services during their stays. A suite of service products has been on offer to homeowners which have been well-utilised over the years. However, with time and with increased development and occupancy of the Sanctuary more recently, the need for certain services has grown and evolved, while other services have become unnecessary or obsolete.

As a result, and with the fresh approach of the Sanctuary's new management, a systematic review of the services offered by the Sanctuary has been undertaken and improvements have been agreed upon for implementation. The rationale for these changes is:

- To improve service and deliver good value for money to owners;
- To ensure the economic viability and long-term sustainability of The Sanctuary operationally;
- To ensure that services to owners and Sanctuary operations can function independently; and
- To maximise efficiency and ensure the wise and responsible use of resources.

Below please find a detailed description of the services offered by the Sanctuary and its subsidiary trading company, Bonita, which is now wholly owned by the Sanctuary Owners' Association and Santuário Bravio de Vilanculos (SBV).

Please note that the Sanctuary is obligated to charge sales tax or IVA of 17% on certain product and service offerings, indicated below.

BOATS

With the vast majority of sites now in possession of their own boats, and other local service providers offering boat hire at competitive rates, The Sanctuary will no longer make available its boats for hire. Instead, we are carefully considering reducing and modernizing our boat fleet in line with current needs.

For boat hire please contact:

Dugong Lodge
+2712 0000595 | +258 84 8382282
brian.m@legendlodges.co.za

Big Blue

+258 566 5006

jmkenedy@gmail.com or
raphael@bigbluevilankulo.com

Boat transfers may still be arranged with the Sanctuary for guests or service providers as required. The cost of a boat transfer is MZN8,500 (excl. IVA) for the 6-seater San Sebastian, or MZN12,500 (excl. IVA) for the 10- to 12-seater Grunter. This fee includes the services of a skipper. Fuel is excluded and invoiced separately.

BOAT LAUNCHING

The Sanctuary provides a boat launching service to site owners to deploy their boats before arrival.

An increase in the boat launching fee will be implemented at a new rate of MZN2,000 (excl. IVA) per launch, which includes the hosing down and greasing of boat trailers after launching.

AIRPORT – HARBOUR TRANSFERS

Vehicle transfers may be booked with the Sanctuary on our 12-seater transfer vehicle with a trailer for luggage. Sanctuary staff will meet you at the airport and escort you to the harbor to your waiting boat and are able to assist with other needs in town such as the purchase of fresh seafood or a quick supermarket or ATM stop (provided there are no other transfers booked – in such cases, a taxi may be arranged). Sanctuary staff may also assist with the hire of porters on the beach if required.

The rate for vehicle transfers has been increased to MZN2,000 (excl. IVA) per one-way trip to account for the rising operational costs of this service.

PARKING

Sanctuary guests who drive and would like to leave their vehicles in Vilanculos may make use of the Hotel Dona Ana parking facilities. The hotel is under new management which has resulted in the implementation of a daily fee for making use of the hotel's parking. The Sanctuary has been granted a discounted rate of US\$10 per vehicle per day for owners who pre-arrange parking via the Sanctuary office. The normal parking fee is US\$15 per day. Please advise us in advance should you wish to make use of this facility.

Sanctuary management are investigating alternative parking sites in Vilanculos and will issue an update when other options have been secured.

PORTERS

To facilitate the transfer of luggage between the transfer vehicle and your boat, we recommend that at least one porter is engaged at the harbor to assist the driver and your skipper with loading and offloading. Sanctuary staff are able to arrange porters on your behalf.

The recommended rate for the services of a porter is MZN100 to be paid directly by the guest to the assistant. Please let our team in town know if you would prefer not to make use of a porter so that they may communicate this.

Sanctuary staff routinely provide assistance with luggage at the airport as part of the transfer service. Should you require an additional airport porter, the recommended tipping rate is MZN50.

REFUSE COLLECTION

The Sanctuary collects household refuse from every site on a Monday. This refuse collection is included in site levies.

Additional collection of garden refuse or building rubble may be arranged for a fee as follows (excl. IVA):

Dugong zone	MZN	1 250.00
Marape zone	MZN	1 750.00
Mazarette zone	MZN	1 500.00
Worlds View zone	MZN	1 500.00
Casual labour to load and offload as required	MZN	200.00

WATER

The Sanctuary, as a recognized conservation area, places great importance on the wise and careful use of water as a limited natural resource. Water infrastructure is closely managed, and plans are underway to upgrade and improve systems for the provision and storage of water.

Water is supplied by the Sanctuary to sites, and billed nominally as follows:

Number of litres	Rate per litre (MZN)
0 - 5,000 L	Free
>5,000 - 100,000	0.05
>100,000 - 130,000	0.10
>130,000 - 160,000	0.20
>160,000 - 190,000	0.40
>190,000 - 220,000	0.80
>220,000	1.60

LOGISTICS

We are able to receive deliveries on behalf of owners at our Vilanculos office and arrange for their shipping to site. Logistics fees for labour to offload and load trucks and boats, and transport of goods by dhow to The Sanctuary will be charged to owners at cost.

In the event that a load is held at the Sanctuary office prior to shipping, a small handling fee of MZN1,500 will be incurred.

HOME MANAGEMENT

The Sanctuary offers a comprehensive Home Management service on a subscription basis, which includes:

- Supervision and management of site staff;
- A weekly site visit by our Home Manager and Maintenance Assistant;
- The completion of a detailed checklist covering site cleanliness, hygiene, and maintenance;
- Weekly boat inspections, boat washing, minor boat maintenance, trailer greasing, and boathouse maintenance;
- Biannual stock takes and deep cleaning of sites;
- Staff training;
- Sourcing and provision of cleaning supplies;
- Small routine repairs;
- Routine spraying of sites for mosquitoes and palm flies;
- Liaison with external service providers for larger building maintenance or repair projects;
- Regular correspondence with owners on the progress of maintenance projects;
- Quarterly reports sent to owners.

Please contact the Sanctuary office for more information.

HUMAN RESOURCES MANAGEMENT

The Sanctuary in most instances employs site staff on behalf of the site owners and renders a Human Resources Management service to these sites. This includes:

- Management of leave and time off;
- Performance management;
- Payment of salaries, taxes and other statutory requirements;
- Compliance with labour legislation;
- Employee wellness;
- Implementation of disciplinary processes;
- Recommendations and advice on HR matters.

For non-Home Management subscribers, a fee of MZN1,000 (excl. IVA) per staff member per month will be charged for Human Resources Management services rendered. An agreement will be circulated to owners for signing.

The Sanctuary supplies staff food to site staff monthly by arrangement. Staff food is invoiced to owners with a 15% handling fee, which includes delivery to site.

Casual labour may be arranged via the Sanctuary office as required. The rate is MZN200 per day for unskilled labour, with normal working hours set at 7:00 – 12:00 and 13:00 – 16:00 with a one-hour break for lunch. Casual workers ordinarily supply their own lunch. Casual skilled labour may be requested and contracted depending upon availability. Rates for skilled labour will need to be negotiated depending on the scope of the work required.

BUILDING MAINTENANCE AND REPAIRS

The Sanctuary is able to arrange and coordinate building and vehicle maintenance projects on behalf of owners, however this service is limited to Home Management subscribers.

Maintenance supplies and equipment can be sourced and supplied by The Sanctuary. A 15% handling fee will apply for procurement and delivery to site. Logistics costs may be billed separately based on the nature of the supplies. Building maintenance supplies require payment upon receipt of a quotation in order to proceed.

FUEL AND GAS

Fuel is supplied by the Sanctuary in 20-Litre containers to facilitate transport from Vilanculos and loading for deliveries. The cost of fuel is calculated based on the price from our suppliers in town, with a 20% markup to cover the cost of bulk transportation and delivery to site and IVA of 17%.

We are happy to accept returns and issue refunds on unused fuel.

Gas is similarly purchased by the Sanctuary in bulk and held on the reserve for issuing to sites. Gas, like fuel, is supplied with a 20% handling fee.

Please note that due to the location of Linene and Chilonzuine Islands and the impact of tides, special arrangements are needed for deliveries to these sites.

PROVISION OF GROCERIES

The Sanctuary continues to source food and other supplies from Vilanculos, which is remarkably well-provisioned. However, we have found that stock availability and consistency of quality does vary widely. Fortunately, The Sanctuary has recently formed relationships with a number of reliable grocers who are able to supply high quality, reasonably-priced goods, and can source almost anything if given sufficient time to do so.

We can procure and supply simple grocery orders with a minimum of 24 hours' notice; however, under these terms we are unable to guarantee availability of any item.

We therefore encourage all visitors to the Sanctuary to submit grocery orders 7-14 days before their visit in order for us to adequately source all supplies and prevent disappointment.

We require a deposit of MZN1,200 per person per day payable on receipt of a quotation in order to process grocery orders.

Our grocery provision service includes purchase, collection, delivery to the Sanctuary by boat, and delivery to site 24 hours before your arrival. The Sanctuary charges a handling fee of 15% of the value of your grocery order to cover these costs. All deliveries are included in this handling fee.

Please note that due to the location of Linene and Chilonzuine Islands and the impact of tides, special arrangements are needed for deliveries to these sites

Please find attached the new Sanctuary grocery order form.

BONITA SHOP

The Sanctuary shop was developed at a time when the need was great amongst both homeowners and the local community. In recent times, however, community “spaza shops” have sprung up around the Sanctuary and we have lost a significant portion of our client base. Given the range of new suppliers and subsequent availability of high-quality groceries on order, and taking into account the costs of equipping and staffing the shop, the decision has been taken to close the facility in its current form and to re-purpose the space for storage, office space for key operations staff and potentially as additional basic accommodation for contractors and labourers.

A small quantity of emergency groceries will be kept on site to supply urgent short-term needs as they arise. Goods that will be locally available from the supply store are:

Dishwashing liquid	Breakfast cereal (Muesli, Rice Krispies)
Laundry soap	Milk
Insect spray	Ultra-Mel custard
Soap bars	Long-life cream
Shampoo	Canned tuna
Toothbrushes	Canned tomato
Toothpaste	Cooking oil
Tampons	Lemon juice
Deodorant	Mayonnaise
Sunscreen	Jelly
Pasta	Jam
Rice	Tennis biscuits
Bread flour	Condensed milk
Yeast	Bottled water, 500ml
Salt	Bottled water, 1.5L
Sugar	Butter
Ground coffee	Gouda cheese
Instant coffee	Chicken breasts
Tea	White wine – Sauvignon blanc

Red wine – Merlot
Gordon’s gin
Jameson whiskey

Soft drinks and local beers: Sprite, Fanta
Orange, Coke, Tonic Water, Soda
Water, 2M

RETURNS POLICY

Returns will be accepted on full 20L fuel containers supplied by The Sanctuary, and on canned beverages in unopened six-packs. Regrettably the Sanctuary is no longer able to accept returns on any other grocery items.

CHECK-IN AND CHECK-OUT SERVICE

The Sanctuary Holiday Arrangements team will visit your site shortly after your arrival to confirm the receipt of all provisions ordered and attend to any queries. We strive for excellence so please feel free to report any issues with quality to us so that we can continue to improve service. Please also report any home maintenance concerns so that they can be attended to promptly.

On your day of departure, our Holiday Arrangements team will again visit you to collect unused fuel and unopened canned beverages for return and a credit to your account, and to request your feedback about your stay. Please ensure that you liaise closely with Sanctuary staff around returns to prevent any misallocations or misplacement of goods for return.

AIRTIME AND DATA

The most widely available cellular network coverage on the Sanctuary is Vodacom. We are able to purchase local Vodacom SIM cards, airtime and/or data on behalf of owners for use on the Sanctuary. Please inform our holiday arrangements team of your airtime and data needs when booking your stay.

We are also able to provide airtime to site staff on the owners’ site account upon request, should owners wish to do so.

The cost of prepaid data bundles is currently as follows:

1 GB	MZN120
2GB	MZN220
2.5GB	MZN300
5GB	MZN500
10GB	MZN1000
15GB	MZN1500

FISHING LICENCES

All anglers are required by law to carry a fishing licence issued in their name while fishing. The cost of these fishing licences is MZN420, valid for 30 days. The Sanctuary office has been authorized to issue fishing licences to our guests, which may be done on your Sanctuary account. The cost will be included in your initial quotation.

Please indicate the number of fishing licences required, and the names and passport numbers of anglers when you make your booking with our offices.

Alternatively, fishing licences may be purchased in person at the Sanctuary office on a cash basis.

ADDITIONAL SERVICES

The Sanctuary offers a range of additional support and administration services to homeowners, upon request, for a fee based on the type of activity and associated cost thereof. A quotation will be provided prior to the commencement of any such service.

- Assistance with the importation of assets such as boats and vehicles;
- Annual payment of taxes and inspections of boats, vehicles, trailers, radio, land, harbour mooring etc;
- Renewal of diving, boat and other licenses annually;
- Transfer of shares within Mozambique companies;
- Assistance in obtaining the Title Deed for a property once developed;
- Building licenses and public works approvals;
- Opening of bank accounts

INVOICING AND PAYMENTS

Owners and guests will be invoiced from either SBV or Bonita in Mozambican Meticaís, for payment into the Sanctuary's Mozambican banking accounts in order to mitigate for exchange rate fluctuations.

Payment into the South African Rand account may be arranged upon request only and will incur a surcharge. It is imperative that Rand payments are converted to Meticaís using Bank of Mozambique rates, which the Sanctuary office will provide.

Site accounts will continue to be sent out monthly within the first week of the month.

Owner and guest holiday accounts will be sent within one week of your departure from The Sanctuary.

QUERIES, COMPLAINTS AND SUGGESTIONS

We value any feedback and suggestions from the Sanctuary's owners with regard to service delivery and quality. Please do not hesitate to contact a member of management at any time.

We look forward to engaging with you.