



the sanctuary
Santuário Bravio de Vilanculos Lda

Sanctuary Services Summary

September 2025

The Sanctuary is committed to providing support and assistance to our homeowners to suitably manage their homes, staff and assets in the owners' absence, prepare adequately for their holidays before arrival, and to access quality goods and services during their stays.

Below please find a detailed description of the services offered by the Sanctuary and its subsidiary trading company, Bonita, which is 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 16% on certain product and service offerings, indicated below.

BOAT HIRE

For boat hire please contact:

Morgan O'Kennedy (Big Blue)
+258 566 5006
jmokenedy@gmail.com

Marina Ferraris (Mapapay Dhow Safaris and boat hire)
+258 84 257 9008
marina@bazaruto-incomingagency.com

Subject to availability, the Sanctuary may be able to assist with the hire of its Butt Cat, "Grunter", which can carry a maximum of 12 passengers (including the skipper).

The dry rate excluding fuel is MZN 17 500.00 (excl. IVA) per day or part thereof, including the services of a skipper and passenger liability insurance. Fuel is invoiced separately. Please request a comprehensive quote depending on your needs.

BOAT LAUNCHING

The Sanctuary provides a boat launching service to site owners to deploy their boats before arrival at a rate of MZN 3 800.00 (excl. IVA) per launch or retrieval, which includes the hosing down and greasing of boat trailers after launching.

Please note that while the Sanctuary takes all reasonable precautions, boat launching is carried out under the oversight of the site skipper and at the boat owners' own risk.

AIRPORT – HARBOUR TRANSFERS

Vehicle transfers may be booked with the Sanctuary between the harbor and airport on arrival and departure through our partners, Vila Transfers, an independent company, suitably registered and insured, contracted to provide this service to homeowners. Your driver will meet you at the airport with a Sanctuary signboard and escort you to the harbour

to your waiting boat. Their drivers can assist with other needs in town such as a quick supermarket or ATM stop, provided there are no other transfers booked. In such cases, a taxi may be arranged.

The rate for vehicle transfers is MZN 2 000 (excl. IVA) per one-way trip for up to 7 guests, and MZN 2 500 for more than 7 guests. Additional stops or detours on the route may incur extra costs.

Should your group wish to travel by tuk-tuk or “tchopela” as it is locally known, we can arrange these for you and allocate the costs to your holiday account. We have negotiated favourable local rates with a select group of tuk-tuk drivers and a trip between airport and harbour costs MZN 400.

HELICOPTER TRANSFERS

There are two helicopter charter operators in Vilanculos offering transfers between Vilanculos Airport and the Sanctuary. For a quotation and further details please contact the operators directly.

Archipelago Charters

Tel: +27 83 378 4242 / +258 84 839 5204

Email: info@archipelago.co.za

Wildlife Helicopters

Tel: +27 82 807 5110

Email: wildhelimoz@gmail.com / whmreservations@gmail.com

PARKING

Sanctuary guests who drive and would like to leave their vehicles in Vilanculos may make contact with Sanctuary Holiday Arrangements to arrange safe and affordable parking at Vilanculos Beach Lodge. Please note that parking is at vehicle owners' own risk. The price for parking is MZN 250 per day (subject to change at the hotel's discretion).

PORTERS

For the transfer of luggage between the transfer vehicle and your boat, we recommend that at least one porter is engaged at the harbour to assist the driver and your skipper with loading and offloading. Your skipper or transfer driver can arrange and negotiate with porters on your behalf.

The recommended tipping rate for the services of a porter is MZN 200 to be paid directly by the guest to the assistant.

Transfer 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 MZN 100.

BAZARUTO PARK ENTRY FEES

As a national park, by law fees must be paid to Bazaruto Archipelago National Park for entry and activities, without exception. Through a preferential arrangement visits may be organized via the Sanctuary's office on the morning of your visit (instead of homeowners needing to visit Park offices in town), and fees can be billed to your holiday account. Please liaise with our office for the Park entry form, which will also be made available at your lodge.

Entry fees:

	National	SADC Nationals	Other Nationalities
Daily	400.00Mt	600.00Mt	900.00Mt
Weekly	1,600.00Mt	2,400.00Mt	3,600.00Mt
Annual	9,600.00Mt	14,400.00Mt	21,600.00Mt

Boat entry fees:

	National	SADC Nationals	Other Nationalities
1-9 seats	400.00Mt	600.00Mt	600.00Mt
10-18 seats	600.00Mt	900.00Mt	900.00Mt
More than 18 seats	1,000.00Mt	1,500.00Mt	1,500.00Mt

Activity fees:

	National	SADC Nationals	Other Nationalities
Diving			
Daily	200.00Mt	300.00Mt	300.00Mt
Weekly	400.00Mt	500.00Mt	500.00Mt
Snorkelling			
Daily	150.00Mt	250.00Mt	250.00Mt
Weekly	350.00Mt	450.00Mt	450.00Mt
Recreational fishing per month per person			
Sea	400.00Mt	800.00Mt	800.00Mt
Fishing trophies (per trophy)	400.00Mt	400.00Mt	400.00Mt

REFUSE COLLECTION

The Sanctuary collects household refuse from every site weekly on a Monday, the cost of which is included in levies. During peak seasons a second collection is normally scheduled for later in the week. Additional collection of garden refuse or building rubble may be arranged for a fee as follows (per load, excl. IVA):

Dugong zone	MZN 2 601.50
Marape zone	MZN 3 176.63
Mazarette zone	MZN 2 891.75
Worlds View zone	MZN 2 891.75
Casual labour to load and offload as required (per person)	MZN 323.33

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 upgrades and improvements to infrastructure are ongoing. Water is supplied by the Sanctuary to sites and billed nominally as follows:

Number of litres	Rate per litre (MZN)
0 - 5,000	Free
>5,000	0.12

FUEL AND GAS

Petrol is supplied by the Sanctuary in 25-Litre containers and diesel 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, containers, delivery to site and IVA of 16%. We are happy to accept returns and issue refunds on full containers of unused fuel supplied by the Sanctuary. For orders of under 100L, a delivery fee will be charged.

Gas is similarly purchased by the Sanctuary in bulk and held on the reserve for issuing to sites in either 9kg or 48kg tanks. Gas, like fuel, is supplied with a 20% handling fee and 16% IVA. For the first purchase of gas, the containers will be included in billing after which only refills will be charged.

PROVISION OF GROCERIES

The Sanctuary has relationships with a number of reliable grocers who supply high quality, reasonably priced goods, and can source almost anything if given sufficient time to do so. Our shoppers in town can procure and supply simple grocery orders with a minimum of 24 hours' notice, subject to local availability of goods. We therefore encourage all visitors to the Sanctuary to submit grocery orders 7-14 days before their visit so that we can source all supplies and prevent disappointment.

Our grocery provision service includes ordering, collection, checking, cold storage, delivery to the Sanctuary by boat, delivery to site 24 hours before your arrival and supervision of unpacking of groceries on site. The Sanctuary charges a handling fee of 15% of the value of your grocery order to cover these costs.

When small top-up or emergency orders are placed during your visit, we will do our best to coordinate delivery using an existing trip at no cost to you but for special or urgent trips, a delivery fee will be necessary.

Owners are required to make payment to grocery suppliers directly, either by card or EFT in South Africa. The Sanctuary will advise of payment instructions when your order is placed.

BONITA STORE

A small quantity of emergency supplies is kept on site to supply urgent short-term needs as they arise. **The store no longer operates as a shop for homeowners to visit**; instead, orders can be sent to the Holiday Arrangements coordinator to deliver to site. Goods that are locally available from the supply store include:

Toilet paper
Toothpaste
Sunlight dish soap
Laundry soap
Rice
Mealie meal
Bread flour
Yeast
Salt
Sugar
Canned tomato
Cooking oil
Bottled water
Soft drinks and local beers (Sprite, Fanta, Coke, Sparberry, Tonic Water, Soda Water, 2M, Manica)
Gin
Whisky
A small selection of wines
Water filters
A limited selection of lubricants and filters for mechanical assets

DELIVERY FEES

For fuel deliveries under 100L or emergency grocery deliveries from the Bonita shop, a delivery fee will be billed as follows:

Dugong zone	MZN 2 601.50
Marape zone	MZN 3 176.63
Mazarette zone	MZN 2 891.75
Worlds View zone	MZN 2 891.75
Linene zone	MZN 3 500.00

RETURNS POLICY

Returns will be accepted on full fuel containers and on unopened and undamaged beverages supplied by the Sanctuary. We ask that you notify the Holiday Arrangements team of any returns ahead of your checkout so that credit notes can be issued. Regrettably the Sanctuary is unable to accept returns on any other grocery items unless previously arranged with management, at the discretion of management (based on the ability of Bonita to resell the item).

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 payment for your holiday account by card.

AIRTIME AND DATA

The most widely available cellular network coverage on the Sanctuary is Vodacom 4G. 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.

FISHING LICENCES

All anglers are required by law to carry a fishing licence issued in their name while fishing. The Sanctuary office has been authorized to issue fishing licences to our guests, which may be done on your Sanctuary account. Please indicate the number of fishing licences required and the names and passport numbers of anglers when you make your booking with our offices. Pricing of fishing licences is as follows:

	Type of activity	Total (with 5% stamp duty)	
		Nationals / Residents	Foreigners
Daily licence	Surface fishing	420.00	1680.00
	Spearfishing	525.00	1680.00
Weekly licence	Surface fishing	840.00	3465.00
	Spearfishing	1050.00	4305.00
Monthly licence	Surface fishing	1260.00	5145.00
	Spearfishing	1575.00	6510.00
Annual licence	Surface fishing	1680.00	6195.00
	Spearfishing	2100.00	8400.00
Trophy permit		1050.00	1050.00

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, with loads shared as far as possible to reduce costs. The Sanctuary charges MZN 1 350 administrative fee for the supervision and coordination of these tasks.

PAYMENT OF HOLIDAY ACCOUNTS

Owner and guest holiday accounts are payable by credit or debit card upon checkout. Please note that a 3% fee is billed for card payments to recover card fees. Please liaise with the Sanctuary office if there is any change to your departure date so that payment arrangements can be made.

HOME MAINTENANCE

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

- A weekly site visit by our Maintenance Technician;
- The completion of a detailed checklist covering carpentry, electrics, plumbing, gas, masonry, mosquito control, and general maintenance to identify and remedy issues;
- Small routine repairs;
- Weekly boat inspections and a checklist to supervise the site skipper carrying out boat washing, polishing, boathouse care, minor boat maintenance, trailer care and to identify any issues for owner attention;
- Sourcing and provision of cleaning supplies from Bonita;
- Regular correspondence with owners to report findings and progress of tasks;

- Oversight of maintenance or building projects and reporting to owners.

The monthly subscription fee for Home Maintenance is MZN 13 455 excl. IVA.

HUMAN RESOURCES MANAGEMENT

The Sanctuary's Human Resources Management service provides homeowners with assistance with:

- Recruitment of site staff;
- Management of leave and time off;
- Performance management;
- Payment of salaries, social security, taxes and other statutory requirements;
- Compliance with labour legislation, including maintenance and archiving of employee files;
- Employee wellness;
- Implementation of internal regulations and disciplinary processes;
- Recommendations and advice on HR matters.

A fee of MZN 1 380 (excl. IVA) per staff member per month will be charged for Human Resources Management services rendered.

The Sanctuary supplies staff food to site staff monthly by arrangement. Staff food is purchased in bulk to reduce costs and invoiced to owners with a 15% handling fee to cover all administrative and delivery costs.

Any **casual or temporary labour** required by homeowners **must be arranged via the Sanctuary office**, to prevent disputes with local communities. The rate is MZN 323.33 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.

Skilled temporary labour (e.g. painters) may be requested and contracted depending upon availability. Rates for skilled temporary staff will need to be negotiated depending on the scope of the work required. The Sanctuary office can provide guidance in this regard.

Homeowners are encouraged to conduct all negotiations and engagements with casual or temporary staff via the Sanctuary office. This is to avoid misunderstandings, ensure that correct procedures are followed, facilitate record-keeping and reporting to local communities, and to help manage security risks throughout the Sanctuary.

MAINTENANCE AND REPAIRS

The Sanctuary is able to recommend to owners local service providers for building and vehicle maintenance projects. Please note that the contracting of local service providers is entirely at owners' own risk and the Sanctuary is unable to take any responsibility for the performance of recommended contractors.

Locally available maintenance supplies and equipment can be sourced and supplied by the Sanctuary through Bonita. 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 (e.g. truck hire to transport timber). Unfortunately, the Sanctuary is unable to assist with procurement of any goods from South Africa on homeowners' behalf due to Reserve Bank regulations.

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.

- Mandatory servicing of all fire equipment twice a year;
- 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 boat, vehicle and other licenses annually;
- Building licenses and public works approvals;
- Assistance in obtaining the Title Deed for a property once developed.

PAYMENT OF SITE ACCOUNTS

Monthly site operational accounts are sent to homeowners during the first week of every month. The SBV account includes staff salaries, staff loans, water provision, HR Management fees, Home Maintenance subscription where applicable, additional collection or delivery fees, and/or casual labour fees. The Bonita account includes staff food, cleaning goods or maintenance materials supplied, fuel or gas issued, and boat launching/retrieval.

Payment of site accounts is usually by means of an international transfer from the homeowner's account to the SBV and Bonita bank accounts in Mozambique. To effect a payment, the homeowner is required to submit the Metical invoices and statement and instruct his/her bank to pay the equivalent Rand or US Dollar amount to the receiving bank at the prevailing exchange rate. Thereafter the Sanctuary will receive a notification of the incoming payment and submit the same account pack to its bank in order to clear the funds. The landed Metical amount as it appears on the Sanctuary's bank statements is credited to the homeowner's site account. Owing to exchange rate fluctuations there may be a small outstanding balance or credit which will be carried forward to the following month's accounts. Please note that owner operational or holiday accounts cannot be paid in South Africa.

MEDICAL EMERGENCIES

In the event of a medical emergency, Nhamacunda Clinic (operated by All-Around Medical Solutions) is the preferred private facility in Vilanculos. It is well-equipped with competent English-speaking doctors, an ambulance, x-ray facilities, a laboratory, audiologist, dentist, pharmacy and two small wards. The clinic is adept at managing and stabilising serious cases and arranging for medical evacuation flights to South Africa where necessary.

In the event of an emergency, the Sanctuary's Managers, David and Taryn Gilroy, are available to assist with coordination of the necessary response as required.

Nhamacunda Clinic Reception: +258 82 764 4911

Nhamacunda Clinic Doctors: +258 84 378 1911

Important Contact Details

Sanctuary office: +27 10 446 5624 / +258 85 763 4734

General Manager: David Gilroy sanctuarymanager@mozsanctuary.com
+258 84 301 4660 / +27 63 754 0151

Operations Manager / Home Maintenance: Taryn Gilroy operations@mozsanctuary.com
+258 84 274 9690 / +27 84 528 9228

Community & Compliance Manager: Americo Malate community@mozsanctuary.com

Finance Manager: Geraldine Hoquico financemanager@mozsanctuary.com

Holiday Arrangements: Patricio Jeremias bonita@mozsanctuary.com

Human Resources: Neto Timbe humanresources@mozsanctuary.com