

KISAMPA



wami river bush retreat

TERMS AND CONDITIONS

CANCELLATION POLICY:

1 month in advance - 20% (deposit)
15 days to 1 month – 75%
14 days and less – 100%

CHILD POLICY:

Children up to 2 years free (provided that the responsibility for food and personal needs of infant is that of the parents).
Children from 3 -12 years pay 50% of full price (sharing with adults)
Children in own room pay full per adult rate

NOTES:

Rates do not include park fees unless otherwise stated. TANAPA only accepts VISA/MASTER CARD and fees may change without notice. Park fees for Saadani National Park and are to be paid at TANAPA HQ
USD \$36 per adult / USD \$12 per child (under 16yrs) / FREE under 5yrs
This includes 18% VAT

NB: Any increase in Government taxes or VAT rates will be charged, even if booking has been previously confirmed and invoiced. This applies to any park fees quoted as well.

PAYMENT DETAILS:

We require a 20% deposit to secure a booking, and FULL BALANCE ONE MONTH PRIOR TO BOOKING.
Wild Things Safaris Ltd (WT) is the sole agent for Lemon Lodges Ltd (LL) and all payments should be made to Wild Things Safaris Ltd.
Payments can be made by:
- Bank Transfer to Wild Things Safaris - details below
- PayPal to paypal@wildthings safaris.com (7% charge applies)
- Credit Card via Direct Pay Online system (DPO) - please supply name to Lodge via email and await instructions (5% charge applies)

UK USD ACCOUNT DETAILS:

Barclays Bank plc
Westcombe Park Branch
PO Box 279
London
Woolwich SE1 8NU
Account Name: Wild Things Safaris
Sort Code 20-98-57
Account Number 82784944
Currency USD
SWIFT: BARCGB22
IBAN: GB95 BARC 2098 5782 7849 44

You must PAY ALL BANK CHARGES. The amount quoted on the invoice is the amount we need to receive into our account. Any shortfalls will be charged in cash at the camp.

Use your unique reference number (which can be found in the subject of this email starting with KBR.....) as the reference for the transfer. No other wording or info is required.

RESERVATION AND PAYMENT POLICY:

Wild Things Safaris Ltd is the sole agent for Lemon Lodges Ltd.

Lemon Lodges Ltd (LL) is the operational company name for Kisampa – Wami River Bush Retreat.

We will respond to the client inquiry and confirm the contents of the request.

Once the client has confirmed they will receive a provisional booking and an invoice.

PLEASE NOTE The booking is not valid until appropriate deposits have been received and a confirmation of the booking has been sent to the client. Note for bank transfers: the confirmation can not be given until the payment has arrived in the WT bank account. Proof of sending a transfer is not proof of receipt. Once WT has received the payment, a full confirmation shall be sent to the customer. Receipts are issued on request.

Payment shall be made in the correct deadline without any reminder by WT of the due date. If payment is not made in full by the due date, WT/LL will reserve the right to treat your booking as having been canceled by you and apply the cancellation charges set out in paragraph II "Cancellation policy and cancellation charges"

- Late Bookings (less than 30 days)

In most circumstances the client shall pay 100% of the total amount charges of the invoice.

With director's approval the client will pay part of the total invoice amount (a deposit), and the remainder will be paid at the lodge/camp ON ARRIVAL, in cash.

LL reserves the right to REFUSE ADMISSION to any clients who have not paid accommodation IN FULL in advance of arrival at the camp.

Once WT has received the payment, a full confirmation shall be sent to the customer. In the case of part payments, a revised invoices will be issued. Please print and take this to the camp with you, as proof of deposit.

- Early and Medium Term Bookings (More than 30 days). The client shall pay 20% of the invoice total upon receipt. 30 days before arrival the client shall pay the balance of payment.

CANCELLATION POLICY AND CANCELLATION CHARGES:

- By you

Should you need to cancel; you must notify LL immediately.

Cancellation will apply from the date of receipt of the notification.

Cancellation will involve the following cancellation charges:

1 month in advance – 20%

1 month to 15 days – 75%

14 days or less – 100%

Should you wish to curtail or make any changes to the confirmed arrangements, no money paid shall be refundable.

- By Wild Things / Lemon Lodges Ltd

Although it rarely happens and WT/LL does it's best to avoid doing so; the hotelier shall reserve the right to cancel or alter your stay or any arrangements due to events the hotelier could not have for seen or avoided or due to security grounds.

WT/LL will offer the client the choice of an alternative stay at the lodge.

In case of disagreement or cancellation, LL shall reimburse the exact amount paid for the service which has not been executed or replaced.

Throughout the booking conditions, the expression "force majeure" means any event out of the hoteliers` control even with due care as war or threat of war, civil riots, terrorist activity, natural and nuclear disaster, adverse weather conditions or government actions or political circumstances.

In these circumstances WT/LL shall not be liable to pay any refund of the done payment and shall not be liable to pay any compensation or be responsible for any expenses or losses the client incurs where the hotelier is forced as a result to cancel, delay or change the stay or arrangements in any way.

PRICES:

Our rates do not include park entrance fees for direct clients or drive in tour operators clients.

Fly in guests may include park fees on request.

We will not be liable for any unannounced changes in park fees or additional tariffs or expenses as a result of TANAPA and these will have to be borne by either the client or the tour operator at the operator's discretion.

Our rates do not include drinks, tips, laundry, expenses of personal nature.

Any special requests (for single room or particular diet) must be notified in writing when the booking is made.

Check in time: 3.00 pm (no later than sundown)

Check out time: 12.00 noon.

Alternative timings can be negotiated at the time of booking.

The rates also include government hotel taxes, but exclude Community Levy \$10 per adult per night and Tourism Development Levy \$1.50 per person per night.

The prices applicable are in US Dollars and subject to surcharges arising from local government action or changes in currency rates. Payment in Tanzanian Shilling are accepted.

Travellers checks not accepted.