



TERMS AND CONDITIONS 2011/2012

1	Changes to Rates	We reserve the right to amend rates but will honour any confirmed bookings at existing agreed rates. (Confirmed booking definition: the property has received payment or is holding a valid voucher).
2	Check in Check out	Check-in 12:00hrs. Check-out 10:00hrs.
3	Tourism Levy	All Rates are quoted inclusive of Government Tourism Levy (currently at 2% in Zimbabwe)
4	Value Added Tax VAT	Accommodation for non resident bookings paid in foreign currency is not subject to VAT and rates are therefore quoted exclusive of VAT. (Subject to change in regulations)
5	Medical & Travel Insurance	It is the client's responsibility to ensure they have comprehensive medical and travel insurance for the duration of their stay.
6	Payment Method	Direct bank transfer is our preferred method of payment and must be paid in the currency as invoiced into relevant Rand (ZAR) / United States Dollar (USD) accounts as stated on the invoice/statement. All incoming payments should be gross and bank charges are for the payee's account .
7	FIT Individual Traveller	Reservations comprising of 1 - 9 paying guests per night.
8	FIT Cancellation Policy	<p><u>Prior to date of arrival:</u></p> <p>More than 30 days – no charge. 29 – 21 days – 25%. 20 -11 – 50%. Less than 10 days – 75%. The above percentages are based on the total value of the individual reservation as booked.</p> <p>During the PEAK months of July, August, September and October, we reserve the right to charge FULL payment on any bookings cancelled 21 days prior to arrival</p>
9	FIT Payment Policy	Full pre-payment is required 30 days prior to the date of arrival in order to secure the reservation. On bookings made less than 30 days prior to arrival date full payment within 72 hours is required. In the case of tour operators who have authorised credit arrangements with us a valid voucher is required 30 days prior to arrival date to secure the reservation.
10	Group Traveller	Reservations comprising of 10 or more paying guests per night.
11	Group Deposit	A non refundable deposit equal to 10% of the total value of the booking (or voucher to this amount) is required to confirm a group booking.

12	Group Booking	Group bookings will only be held on a provisional basis as follows; 91 days or more prior to arrival – 21 days. Between 90 and 61 days prior to arrival – 14 days. Less than 60 days prior to arrival – 7 days.
13	Group Concession (does not apply to Tour Series and Special Contracted Rates)	<u>Complimentary concession will be made to the agent/operator as follows:</u> For every 10 paying guests – 1 complimentary guest up to a maximum of 2 complimentary guests.
14	Group Cancellation Policy	In all cases the 10% deposit is forfeited. Prior to date of arrival: More than 90 days – no charge. 89 – 60 days – 10%. 59 -30 days – 40%. Less than 30 days – 75%. The above percentages are based on the total value of the group reservation as booked.
15	Group Payment Policy	Full pre-payment is required 60 days prior to the date of arrival in order to secure the reservation. (or Voucher, if credit client)
16	Tour Series	All terms and conditions are separately negotiated.
17	Children's Policy	No children under 10 years unless in a group taking over the whole lodge. 10 – 12 years pay 40% of adult per person sharing rate in same tent as parents (max 1 child). 60% of adult rate if separate tent
18	Day Rooms	NIL
19	Tour Leaders/Private Guides/Interpreters (Does not apply to Tour Series or Groups)	6 paying guests – 50% of rack rate based on accommodation and meals. 10 paying guests – 1 complimentary. Up to a maximum of 1 complimentary.
20	Pilots	US\$100 per day accommodation and meals as served. Extra's own account.
21	Force Majeure	The company shall not be obliged to perform any obligation under the Contract if such performance is rendered impossible, substantially more difficult or delayed as a result of Acts, Orders or Regulations issued by Central or Local Government, industrial disputes (whether official or unofficial), war, riots, hostilities, flood, fire, accident, act of God, epidemic, failure or shortage of supplies or from any other cause, event or occurrence which the Company is either unable to prevent having due regard to its interests. The Company shall not be liable for any loss, damage, cost or delay arising from or as a result of such non-performance. The onus is on the operator to ensure that their clients are in possession of adequate travel insurance.
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