THE HIDE
HWANGE NATIONAL PARK

TERMS AND CONDITIONS 2017

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)**	These rates include 15% value added tax (VAT) on accommodation. Should VAT regulations change for whatever reason we reserve the right to amend our rates accordingly.
5	**Medical & Travel Insurance**	The Hide's Guests are covered by SATIB24 Crisis Call (more information available on request). It is the client's responsibility to ensure they have comprehensive medical insurance for the duration of their stay and full **'Trip Cancellation Insurance'** is bought at the time of confirmation. Cancellation Fees will be applie.
6	**Payment Method**	Bank transfer is our preferred method of payment and must be paid in the currency as invoiced. 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**	**Prior to date of arrival:** More than 60 days = no charge. 59–30 days = 50%. 29-14 = 75%. Less than 13 days = 100%. The above percentages are based on the total value of the individual reservation as booked. During the PEAK months of July, August, September, October, December and January we reserve the right to charge FULL payment on any bookings cancelled 21 days prior to arrival.
9	**FIT Payment Policy**	A minimum deposit payment of 20% is required in order to secure/confirm a booking. Full pre-payment is required 30 days prior to the date of arrival, unless alternate payment terms have been agreed. 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/confirm the reservation.
10	**Group Traveller**	Reservations comprising of 10 or more paying guests per night.
11	**Group Deposit**	A non refundable deposit equal to 20% of the total value of the booking (or voucher to this amount) is required to secure/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 & Special Contracted Rates)**	**Complimentary concession will be made to the agent/operator as follows:** For every 10 paying guests – 1 complimentary guest up to a maximum of 2 complimentary guests. Minimum 3 night stay.
14	**Group Cancellation Policy**	Prior to date of arrival: 90–60 days = 50%, 59-30 days = 75%, Less than 30 days = 100%. The above percentages are based on the total value of the group reservation as booked.
15	**Group Payment Policy**	A minimum deposit payment of 20% is required in order to secure/confirm a booking. 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 camp. 10 – 12 years pay 50% of adult per person sharing rate in same tent as parents (max 1 child). 75% of adult rate if separate tent. Children of any age are welcome at Tom's Little Hide and The Private Hide. NB: Children are the responsibility of thier parents/guardians. Pools are not fenced or manned by staff.
18	**Day Rooms**	NIL
19	**Tour Leaders/Private Guides/Interpreters/Pilot (Does not apply to Tour Series or Groups)**	4-9 guests - Tour Leader pays 50% of per person sharing rate; 10 or more paying guests - Tour Leader stays free in tour leader accommodation. Guide/Pilot - $120 ppp night, in guide accommodation. 4 or more guests, Guide guiding own guests stays free in guide accommodation.
20	**Private Vehicle Hire**	Private Vehicle Hire is $400 per night and is non-commissionable.
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 Regulatios 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.

		Reservations	Marketing	Accounts
22	**Contact details**			
23	**Contact person**	Lorraine Preston	Kelly Wood	Jenny Don
24	**E-mail address**	reservations@thehide.co.zw	kelly@thehide.co.zw	accounts@thehide.co.zw
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