

1. Changes to Rates

We reserve the right to amend the rates but will honour any confirmed bookings at existing agreed rates. (Confirmed booking definition: Bumi Hills Safari Lodge has received payment in full for accommodation or is holding a valid voucher)

2. Tourism Levy

All rates are quoted inclusive of Government Tourism Levy currently at 2%

3. Value Added Tax (VAT)

Accommodation for non-resident paid in foreign currency is not subject to VAT and rates are therefore quoted exclusive of VAT (Subject to change in regulations)

4. Medical & Travel Insurance

It is the client's responsibility to ensure that they have comprehensive medical and travel insurance for the duration of their stay

5. Payment Method

Direct bank transfer is our preferred method of payment and must be paid in the currency as invoiced into relevant Rand/United States Dollars accounts as stated on the invoice. All incoming payments should be gross and the bank charges are for the **payee's account**

6. FIT - Individual Traveller

Definition: Reservations comprising of 1 – 14 paying guests per night.

Cancellation Policy:

More than 30 days:	29 – 21 days:	20 – 11 days:	Less than 10 days:
No Charge	25%	50%	75%

The above percentages are based on the total value of the individual reservation as booked and during High Season we reserve the right to charge FULL payment on any bookings cancelled 21 days prior to arrival.

Payment Policy: Full pre-payment is required 30 days prior to 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 of receipt of the invoice is required.

7. Group Traveller

Definition: Reservations comprising of 15 or more paying guests per night.

Cancellation Policy:

More than 90 days:	89 – 60 days:	59 – 30 days:	Less than 30 days:
10%	10%	40%	75%

The above percentages are based on the total value of the group reservation as booked.

Payment Policy: Full pre-payment is required 60 days prior to date of arrival in order to secure the reservation. On bookings made less than 60 days prior to arrival date full payment within 72 hours of receipt of the invoice is required.

Group Concession: For every 10 paying guests – 1 complimentary guest up to a maximum of 3 complimentary guests.

8. Children's Policy

No children under 10 years old unless either in a group taking over the whole lodge or with express permission from the General Manager. In this event Children pay 65% of the adult rate.

8. 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 Government, industrial disputes, 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.