

TONGABEZI



PRIVATE BAG 31, LIVINGSTONE, ZAMBIA
TEL: +26021 3 327468 / 50 FAX: +26021 3 324282
EMAIL: reservations@tongabezi.com, www.tongabezi.com

TONGABEZI TERMS AND CONDITIONS

I would hereby like to thank you for your continuing support of Tongabezi, Sindabezi, Tangala House and Livingstone Island. I look forward to working with you again in the new year. This document supports the rate sheets and outlines the terms and conditions for bookings at Tongabezi.

BOOKING PROCEDURE

Bookings must be made in writing, either by email, fax or letter, acknowledged & confirmed, by the Company, in writing to you. Tongabezi Reservations email is reservations@tongabezi.com. Skype username - Tongabezi

TONGABEZI AND SINDABEZI RATES INCLUDE:

Included Activities available on normal rates:

- Sunrise and sunset boat trip on the Zambezi
- Guided canoeing excursion
- Lunch on a local island with guided walk
- Fishing (equipment provided)
- A visit to the Victoria Falls on the Zambian Side
- A game drive in the Mosi-Oa-Tunya National Park (Park fees are extra)
- A walk in the gorges below the Falls
- A Cultural visit to the museums (Museum entrance is extra)
- A Shopping trip on the Zambian side of the Falls
- Park fees are charged at \$12.00 per person per visit (subject to change)
- Museum entrance is \$8.00 per person (subject to change)
- Please note for non-inclusive activities there is a private vehicle transfer charge of US\$ 25 per outing.
- Guests requiring a private vehicle for their activities will be charged \$100.00 per vehicle per day (subject to change).

TERMS AND CONDITIONS

- All prices are quoted and payable in United States Dollars
- Tongabezi will hold provisional bookings for 15 days ONLY
- Provisional bookings for guests arriving within 6 months from the booking date will only be held for 7 days.
- Bookings for arrivals due within 3 months should be confirmed within 48 hours
- All transfer costs incurred due to late notification of arrival or departure times will be for the account of the booking agent.
- Bookings must be confirmed with transfer details.
- All bookings for Tangala will be confirmed with a 25% deposit
- All group bookings will be confirmed with a 25% deposit
- **All prices are subject to change**

CANCELLATION POLICY

PLEASE NOTE THAT THE FULL CANCELLATION POLICY APPLIES THE MOMENT YOU CONFIRM A BOOKING TO US – PLEASE ENSURE THAT YOU HAVE A DEPOSIT FROM YOUR CLIENT TO COVER THESE COSTS Cancellations are only effective if the agent has received a written reply acknowledging the cancellation– it is the responsibility of the agent to ensure that Tongabezi acknowledge a cancelled booking

At Tongabezi we are not keen on billing people for *not* staying with us. We will therefore *never* charge 100% cancellation fees!

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Unfortunately cancellation costs to the lodge are as much a reality as taking out travel insurance will be to our visitors.

When it happens that you have to cancel your booking we would therefore like to advise you of the following policies that are in place:

If you are holding a confirmed booking and you then inform us that you will not travel.

60 days or more before arrival we will charge **THE BOOKING AGENT** 25% of RACK rate
between 30 and 60 days before arrival we will charge **THE BOOKING AGENT** 50% of RACK rate

We accept that cancellations done 30 days or less before arrival are due to unfortunate and unavoidable circumstances for our clients.

So for late cancellations we have changed the rules a bit:

The cancellation charge **TO THE BOOKING AGENT** remains 50% of RACK rate and if the guest decides to rebook at any time during the subsequent 12 months (for bookings made in the same season as the original booking) we will only charge 50% of RACK for the new booking!!

GROUPS

Groups are welcome at Tongabezi and a special rate applies for groups wishing to take Sindabezi Island privately. Group discounts at Tongabezi will only be considered in low season. For groups of more than 5 pax a 25% deposit is required to confirm the booking. **If the number of guests in a group reduces after confirmation, cancellation charges will apply in full and will be deducted from the deposit.**

For more details contact reservations@tongabezi.com

CHILDREN POLICY

Tongabezi: We are happy to take children of seven and over. Children under 14 pay 50% unless they are in their own room.

Sindabezi: We are happy to take children of 14 and over, charged adult rates. If the island is taken privately we are happy to take children of seven and older. In this case children under 14 pay 50% unless they are in their own room.

Tangala: Children of any age are accepted at Tangala and two of the staff are experienced nannies. Please note that there is an unfenced swimming pool. We can arrange a safety fence on request for non-swimmers. Children under 14 are charged 50% of the full board rate. Tangala comes with 3 friendly dogs.

CHECK IN AND OUT TIMES

Tongabezi reserves the right to ask guests to Check IN after 13.00hrs and Check OUT by 11.00hrs.

PAYMENTS

- All bank charges up to Zambia are at the cost of the sender.
- Full payment must be made no later than 30 days prior to the guest's arrival unless agreed otherwise.
- Tongabezi reserves the right to request payment from guests on arrival if payment has not been received
- Please email or fax deposit slips through to confirm payment. reservations@tongabezi.com or fax number +260 3 324 483
- Remittance Advise need urgently to be faxed/mailed for correct payment to invoice allocation to reconcile your account accordingly.

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- Refunds are offset against future bookings. If you prefer bank transfers, a bank fee will be charged at your cost
- Any refunds due if not set off against future bookings are subject to Zambian Bank transfer charges.
- Overdue accounts will be charged with a monthly 5% interest until payment is made.
- Overdue accounts will have their commission rates reviewed
- Discrepancies should not delay payment of approved invoiced amounts.
- Discrepancies to be indicated within 30days and emailed/faxed to the accounts department for reconciling, then included in the following months payment
- Prices of activities are subject to change without notice should operator's prices increase
- All payments to be received into our Zambia account at the US\$ invoiced amount

TONGABEZI BANK DETAILS

Account Name: Tongabezi
Bank: Barclays Bank of Zambia Ltd
Account Number: 1177492
Account Type: US Dollar
Bank Address: Livingstone, Zambia
Branch code 05 01 01
Bank Swift Code: BARC-LX-ZM

RESPONSIBILITY

You are responsible for client's passport validity, visas, travel permits, travel insurance, health certificates, inoculations and any other documentation required for the trip. You must ensure that all travellers' passport details are sent to us at least 8 weeks prior to arrival, (Full Name, Nationality, Passport Number and Expiry Date) for manifest purposes. If these details are not given in time, full visa payments in US\$ cash, in the correct denominations, will be your responsibility. Transfer details should be sent to us when confirming a booking.

YOUR AGREEMENT

Please initial each page of the agreement; sign, name and date were indicated, thus confirming your agreement to the full contents of the rates and this letter.

ON BEHALF OF THE COMPANY (Sign): _____

Name / Position: _____

I agree to the credit terms and conditions as set out above.

Registered Company Name: _____

Trading as: _____

General Manager/Managing Director: _____

Address: _____

Telephone / Fax: _____

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Email: -----

Accountants Name: -----
(Who processes Tongabezi invoices & authorises payments)

Accountants Email: -----

Accountants Signature: -----

Date: -----

Many thanks for your business