



TERMS & CONDITIONS



- **Changes to rates:**

We reserve the right to change our rates but will honor confirmed bookings at the existing agreed rates. The definition of a confirmed booking is that in which Sian Simba River Lodge has received a deposit according to our terms and conditions payment policy.

- **Noise/Music:**

Due to the lodge being located in a National Park. We do not allow loud noises resulting from large speakers or music related devices. The management has the authority at all times to intervene if guests become too loud or are playing excessive music. National Parks has been advised to intervene if guests do not follow the above procedure and respect the National Park.

- **Deposits and Payments:**

Any provisional booking is held for 10 days, a 30% non refundable deposit is required to secure your dates.

Full payment is required 8 weeks prior to your date of arrival. Reservations made within 30 Days prior to arrival will only be guaranteed provided full payment is made.

- **Cancellation Policy:**

30% deposit at time of confirmation.

Cancellation within 4-8 weeks prior to date of arrival will incur a 50% fee of total cost of stay.

Cancellation within 2-4 weeks prior to date of arrival will incur a 75% fee of total cost of stay.

Cancellation within 2 weeks prior to date of travel or less, as well as no show, will incur 100% fee of total cost of stay No refunds in the event of an early departure.

- **Force Majeure:**

The company shall not be obligated 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, war, occurrence which the Company is either unable to provide, 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.

- **Medical and Travel Insurance:**

It is the clients or agents responsibility that each guest has adequate and comprehensive medical cover prior to travel to Sian Simba River Lodge. It is recommended that the client has evacuation cover for the duration of their stay.

- **Activities:**

Sian Simba River Lodge is equipped with Safari Vehicles. Each vehicle is able to take up to 9 passengers and 1 guide.

No guests are permitted to take control of nor operate the vehicles.

Guests are to respect the Guides at all times and must not slander nor coerce them into breaching their handbooks. Sian Simba will not be held liable for any injuries or deaths

- **Boats:**

Sian Simba River Lodge is equipped with 2 boats. Each boat is able to take up to 8 guests and a fishing guide.

No guests are permitted to take control of nor operate the vessels.

Guests are to respect the Fishing Guides at all times and must not slander nor coerce them into breaching their handbooks. Sian Simba River Lodge will not be held liable for any injuries or deaths

- **Fishing Equipment:**

Sian Simba River Lodge will provide fishing equipment sufficient to carry out all fishing-related activities on the Zambezi River. Guests are required to pay for any lost or broken equipment to management before departure. A list of replacement equipment costs will be provided at the lodge.

Guests must note that if the equipment is lost or damaged. They may not replace it with personal equipment .

**All other cancellations policies are subject to management agreement and discussed on a case-by-case basis*

