

## 2018 TERMS & CONDITIONS

### USD INTERNATIONAL RACK RATES

#### MEMORANDUM OF AGREEMENT FOR TOUR OPERATORS

##### 1. RATE DEFINITIONS

- a) STO Rates are net and non-commissionable.
- b) All rates are subject to change at the discretion of Chilo.
- c) Rates are quoted in US Dollars.
- d) Quoted rates are per person per night unless otherwise specified.
- e) The rates applicable for bookings travelling between 1 January 2018 to 31 December 2018 are set out in **Annex A**, which forms part of this Agreement.
- f) The quoted rates available are:-
  - i. All Inclusive for Chilo Gorge Luxury Lodges
  - ii. All Inclusive for Chilo Gorge Tented Camp (Semi-Permanent Semi-Luxury Tented Camp at 'Mahove')
  - iii. All Inclusive for Ivory Trail Adventure (Fly Camping Experience)
- g) Special rates are also available, on application, for pilots and drivers accompanying full paying clients.
- h) Service charges are not included in the rates and are payable at the discretion of the client.
- i) Rates are inclusive of VAT on Accommodation
- j) Other than in conjunction with any special promotional offers agreed between the Parties, any pricing offered to the client at levels below the Chilo Rack Rates will prejudice Chilo's trading yields and constitute a breach of this Agreement.

##### 2. TOUR GROUP LEADER CONCESSION POLICY

Complimentary concessions will be made to the Tour Operator as follows:

- a) 10-14 Full paying clients - 1 Tour Leader complimentary.
- b) 15-28 Full paying clients - 2 Tour Leaders complimentary.

Tour Leaders will be required to pay for any alcoholic drinks and National Parks and Community Fees.

##### 3. TERMS OF PAYMENT AND DEPOSITS

- a) In order for the rooms or tents to be held on a definite basis, a non-refundable deposit of 50% of the total value of the reservation is required
- b) Full payment of the invoiced amount is required 30 days prior to date of arrival.
- c) In the event of disputed charges, the undisputed portion of the account remains payable on the due date.
- d) Failure to make the requisite payment within 5 days of receipt of an invoice will result in the reservation being automatically released.
- e) For the avoidance of doubt, all invoiced amounts must be received in full. Any bank charges related to bank transfers are for the account of the Tour Operator

**4. CANCELLATION POLICY**

All tour and room cancellations must be submitted in writing to Chilo at [info@chilogorge.com](mailto:info@chilogorge.com). Room cancellation will be subject to the following policy:

No. of Days Prior to Arrival	Applicable Policy / Cancellation Fee
90 - 60 Days	25% of the Total Reservation
59 - 31 Days	50% of the Total Reservation
30 - 0 Days	100% of the Total Reservation

**Note re Ivory Trail Adventure:** Chilo will reserve rooms at the Lodge for any guests booked onto the ITA, in case there is a requirement to cancel or shorten the ITA for any reason. As such guests on the ITA will always have a room at the Lodge if required at short notice. To the extent that guests switch from Ivory Trail Adventure to Chilo Gorge Luxury Lodge, they will be charged at the standard Chilo Gorge Luxury Lodge all inclusive Rack Rates, rather than the ITA rates, subject to a late cancellation supplement if the switch occurs within 15 days of date of commencement of the ITA, in which case \$100 per person per night will be charged to each guest for every night that is no longer part of the ITA.

**5. ROOMING LIST**

The Tour Operator will make a rooming list available to Chilo with names of clients, any dietary requirements and medical insurance details no less than 30 days prior to arrival (or at the time the reservation is confirmed, if the reservation is made within 30 days prior to arrival).

**6. ADDITIONAL ADULTS**

No additional adults are allowed in a room or tent. Any exceptions are at the sole discretion of Chilo.

**7. CHILD POLICY**

Under 6 years: USD 50.00 per child per night  
 6-11 years: 50% of adult rate  
 12 years and over: Classified as adults  
 A maximum of 2 children sharing with 2 adults

**Note re Ivory Trail Adventure:** We recommend a minimum age of 6 years old for children, and that each child under 12 years old has an accompanying adult.

*Note:* As stated by National Parks rules, children must be 12 or older to join walking safaris. Child rates for ITA as per Annex A

**8. CONFERENCE RATES AND WEDDING PACKAGES AVAILABLE ON APPLICATION**

**9. TOUR OPERATOR'S RESPONSIBILITY AND LIABILITY**

The Tour Operator shall inform their clients of Chilo Terms & Conditions and all information regarding their accommodation requirements and shall be responsible for collection of all monies due from such clients for payment to Chilo.

**10. VARIATION OF TERMS AND CONDITIONS**

No variation of this Agreement shall be binding unless agreed by Chilo and communicated in writing to the Tour Operator.

**11. DURATION**

This Agreement is valid from date that it was provided to the Tour Operator to 31 December 2018. This Agreement supersedes any previous agreement between the Parties.

**12. BREACH**

If **ANY** of the Terms and Conditions are breached, Chilo reserves the right to:

- a) Cancel reservations.
- b) Withdraw any other special trading arrangements.
- c) Terminate this Agreement.
- d) Take any legal action as necessary.

**13. TERMINATION**

The Agreement may be terminated by either Party giving one month's written notice.

**14. LEGALITY**

This Agreement is non-assignable and shall be constructed and have effect according to the laws of Zimbabwe.

**15. RESERVATIONS**

This Agreement is non-assignable and shall be constructed and have effect according to the laws of Zimbabwe.



**DECLARATION**

**FOR AND ON BEHALF OF CHILO GORGE SAFARI LODGE:**

**CHILO REPRESENTATIVE:**

**SIGNATURE:**

**DATE:**

**FOR AND ON BEHALF OF TOUR OPERATOR:**

**TOUR OPERATOR NAME:**

**TOUR OPERATOR REPRESENTATIVE:**

**SIGNATURE:**

**DATE:**

**ANNEX A**

**2018 RACK RATES**  
**USD INTERNATIONAL RATES**

RATES ARE SUBJECT TO CHANGE

**INCLUSIVE OF VAT**

**Long Stay Discount - 20% Discount PPPN for bookings of 5 nights or more**  
(Valid for Chilo Gorge Safari Lodge & Chilo Gorge Tented Camp only)

<b>CHILOGORGE ALL INCLUSIVE LUXURY LODGES</b>	<b>GREEN SEASON</b>		<b>HIGH SEASON</b>	
	<b>01 JAN – 31 MARCH &amp; 01 NOV – 31 DEC 2018</b>		<b>01 APRIL – 31 OCT 2018</b>	
	<b>PER PERSON PER NIGHT</b>		<b>PER PERSON PER NIGHT</b>	
	<b>PP SHARING</b>	<b>PP SINGLE</b>	<b>PP SHARING</b>	<b>PP SINGLE</b>
		\$480.00	\$480.00	\$595.00
<b>National Parks &amp; Community Fees (Per Person per Night)</b>	\$ 40.00	\$ 40.00	\$ 40.00	\$ 40.00

**Rates Include:** Accommodation, Meals, Drinks, Laundry, Tea & Coffee, 2 Half Day (or 1 Full Day) Activity per day, 15% VAT & 2% Tourism Levy.

**Rates Exclude:** National Parks and Community Fees, which is payable at the time of booking and non-commissionable.

<b>CHILOGORGE ALL INCLUSIVE TENTED CAMP</b>	<b>SEASONAL</b>	
	<b>01 MAY - 31 OCTOBER 2018</b>	
	<b>PER PERSON PER NIGHT</b>	
	<b>PP SHARING</b>	<b>PP SINGLE</b>
	\$ 595.00	\$ 595.00
<b>National Parks Camping Fees (Per Person per Night)</b>	\$ 30.00 (min of \$90 per night)	\$ 30.00 (min of \$90 per night)
<b>National Parks Conservation Fees (Per Person per Night)</b>	\$ 10.00	\$ 10.00

**Rates Include:** Tented Accommodation, Meals, Drinks, Tea & Coffee, 2 Half Day (or 1 Full Day) Activity per day, 15% VAT & 2% Tourism Levy

**Rates Exclude:** National Parks Camping and Conservation Fees, which is payable at the time of booking and non-commissionable.

**Notes:** Minimum of 2 people, and maximum of 8 people. It is recommended that the Tented Camp is packaged with at least 1 night stay at Chilo Gorge Safari Lodge.

**Exclusivity:** Exclusive use of the Tented Camp for a minimum of 2 guests is available at USD 900.00 surcharge per night (net)

<b>IVORY TRAIL ADVENTURE FLY CAMPING EXPERIENCE ALL INCLUSIVE</b>	<b>ALL YEAR</b>	
	<b>PER PERSON PER NIGHT</b>	
	2-3 PAX	\$ 950.00
	4-6 PAX	\$ 800.00
<b>National Parks Camping Fees (Per Person per Night)</b>	\$ 30.00 (min of \$90 per night)	\$ 30.00 (min of \$90 per night)
<b>National Parks Conservation Fees (Per Person per Night)</b>	\$ 10.00	\$ 10.00

**Rates Include:** Dedicated Guide and 6-seater Safari Vehicle, Support Vehicle with Dedicated chef and camp hand, Tented Accommodation, Meals, Drinks, Tea & Coffee, Activities, 15% VAT & 2% Tourism Levy

**Rates Exclude:** National Parks Camping and Conservation Fees, which is payable at the time of booking and non-commissionable.

**Notes:** Minimum of 2 people, and maximum of 6 people. It is recommended that the Ivory Trail Adventure is packaged with at least 1 night stay at Chilo Gorge Safari Lodge.

**Child Policy:** All children will be charged the full adult rack rate.

**Supplemental details:** For further information and more detailed Terms & Conditions, we recommend Tour Operator also read the Ivory Trail Supplement T&Cs 2018 document.

**ANNEX B**

**2018 NET RATES**  
**USD INTERNATIONAL RATES**  
RATES ARE SUBJECT TO CHANGE  
**INCLUSIVE OF VAT**

**Private Guiding and Private Vehicle Rates**

<b>Clive Stockil Private Guiding</b>	<b>Surcharge Per Day</b>
	<b>USD 600.00</b>

**Rates Include:** Exclusive guiding by Clive Stockil and private vehicle.

**Rates Exclude:** Guests daily rates.

**Notes:** Minimum of 3 days and maximum of 6 people - Subject to availability

<b>Chilo Private Vehicle (Inc. Guide)</b>	<b>Surcharge Per Day</b>
	<b>USD 300.00</b>

**Notes:** Chilo Private Vehicle hire is subject to availability

<b>Non-Chilo Guide Accompanying Activity (excl. Ivory Trail Adventure)</b>	<b>Surcharge Per Night</b>
	<b>USD 50.00</b>
<b>Non-Chilo Guide Accompanying Ivory Trail Adventure</b>	<b>Surcharge Per Night</b>
	<b>USD 200.00</b>

**Rates Exclude:** Drinks, Parks and Community Fees