Terms & Conditions

We strongly advise guests to take travel insurance such as CFAR (cancel for any reason), covering for personal effects, personal accident medical emergency and evacuation by road or air, as well as cancellation and curtailment of a reservation. Proof of medical insurance is compulsory for the horse trail activity at Chundukwa River Lodge.

DEPOSIT

- A 25% deposit (this applies to both tour operators and direct guests) will confirm your reservation with us.
- Kindly note our standard non-refundable USD 200 remains to cover admin and bank charges.
- Chundukwa River Lodge reserves the right to cancel the reservation should we not receive the deposit within 14 days unless agreed upon in writing.
- **The balance of payment is due no later than 30 days prior to arrival.**

PAYMENT

- Full payment is required no later than 30 days prior to arrival.
- Short lead-time reservations within 30 days of arrival are to be paid in full immediately in order to confirm the reservation.
- Our rates are quoted and payable in USD (United States Dollar).
- Direct transfers can be made into our bank account.
- All payments are to be made in full and free of any bank charges from your bank or intermediary bank.
- There is a 2.5% administration fee on credit card payments. (this is subject to change according to announcements from our bank in Zambia)

CANCELLATION

- Should a cancellation be received between 60-31 days prior to due arrival date, a 50% cancellation penalty will be charged.
- Should a cancellation be received between 30-0 days prior to due arrival date, 100% cancellation penalty will be charged.
- No show or no acceptance of Lodge/Activity will result in 0% of contract repayable to client.
- Chundukwa River Lodge will assist with proof of funds received for the client to submit a claim request from their personal travel insurance policy.

TOUR OPERATOR RESPONSIBILITY & LIABILITY

- It is the responsibility of tour operators to inform the client of all relevant information, inclusions and exclusions pertaining to their stay with us at Chundukwa River Lodge.
- When clients arrive at Chundukwa River Lodge, they are welcomed and together we discuss the details of their package and **what is included and not included.** We also arrange any additional activities and the itinerary for the duration of their stay with us.

- It is important to manage the expectations of your clients when coming to stay at Chundukwa River Lodge. We are a genuine Zambian destination that sincerely endeavours to offer great value of for money at a competitive rate. We believe that happy guests understand where they are staying and what they are paying for and can derive value from that.
- It is the responsibility of tour operators to collect all deposits, balances and monies due from the clients according to our payment schedule and advise the client of our deposit, cancellation and postponement terms.
- Operators are to inform us of all arrival and departure flight details, or road transfer /other on behalf of the client.
- Operators are to inform us of any major health or physical concern the client has that may or may not impact their accommodation/experience requirements and/or **significant dietary requirements within reason.**
- We cannot be responsible for any ground-handling arrangements or activities made by the tour operator directly with third-party suppliers. **It is preferable for us to book and make arrangements for all and any experiences and activities with third-party suppliers on behalf of the client. This permits us to handle any amendments, timing adjustments or otherwise directly on behalf of the client.** Kindly note that we will charge an Administration Fee for activity booking readjustments, should we feel the allocation of time spent is beyond the norm.
- Clients will be provided an indemnity form that needs to be signed on arrival at Chundukwa River Lodge.

Kindly sign your acknowledgement and agreement of the Terms & Conditions stated above.

Each Party represents and warrants that its signatory whose signature appears below has been and is on the date of this Agreement duly authorized by all necessary corporate or other appropriate action to execute this Agreement.

Tour Operator / Company Name

……..

Product Manager Name (Duly authorised to represent the Tour Operator)

……..

Date

……..

Signature

……..