



## RACK RATE SHEET - 2025

Nestled inside the Zambezi National Park, Zambezi Sands is a luxury tented camp made up of 10 secluded Bedouin style tents (6 with private splash pool and viewing deck and 4 with private viewing deck) dotted along the riverbank of the majestic Zambezi River. Indulge in complete privacy while you relax and unwind on your lookout deck with breathtaking views of the river or venture out and experience an unforgettable Africa on guided game drives and walks where thriving birdlife and game await. Tented suites are 55 square meters (592 square feet) in size and all suites have a deep soaking bath, indoor and outdoor shower

### GREEN SEASON

*Valid from 06 January 2025 to 31 March 2025 & 01 November 2025 to 20 December 2025*

ACCOMMODATION TYPE	RACK
Luxury Tented Suite with Deck (Max 2 adults & 1 child) - single per person per night	USD 1,024.00
Luxury Tented Suite with Deck (Max 2 adults & 1 child) - sharing per person per night	USD 787.00
Luxury Tented Suite with Pool (Max 2 adults & 1 child) - single per person per night	USD 1,138.00
Luxury Tented Suite with Pool (Max 2 adults & 1 child) - sharing per person per night	USD 875.00

### HIGH SEASON

*Valid from 01 April 2025 to 31 October 2025 & 21 December 2025 to 06 January 2026*

ACCOMMODATION TYPE	RACK
Luxury Tented Suite with Deck (Max 2 adults & 1 child) - single per person per night	USD 1,404.00
Luxury Tented Suite with Deck (Max 2 adults & 1 child) - sharing per person per night	USD 1,080.00
Luxury Tented Suite with Pool (Max 2 adults & 1 child) - single per person per night	USD 1,560.00
Luxury Tented Suite with Pool (Max 2 adults & 1 child) - sharing per person per night	USD 1,200.00

AMENITIES	
ROOM	MAIN LODGE
<ul style="list-style-type: none"> <li>• Standing fans</li> <li>• Mosquito nets</li> <li>• Bathrobes &amp; Bathroom amenities</li> <li>• Stocked mini bar</li> <li>• Tea/coffee making facilities</li> <li>• Turndown service</li> </ul>	<ul style="list-style-type: none"> <li>• Dining room with theatre kitchen to observe our chefs at work</li> <li>• Lounge and bar with shaded outdoor deck for alfresco dining</li> </ul>

SEASONS VISITING THE VICTORIA FALLS	
<b>November to early April – Rainy season</b> <ul style="list-style-type: none"> <li>• The Zambezi River fills to dramatic levels</li> <li>• Spectacular views of the Victoria Falls</li> <li>• Thick mist-spray may be seen from kilometres away</li> </ul>	<b>February to May – Flood season</b> <ul style="list-style-type: none"> <li>• The water level of the Zambezi River is at its highest</li> <li>• Highest and largest volume of water</li> <li>• More water than any other waterfall in the world</li> </ul>
<b>May to September – Dry season</b> <ul style="list-style-type: none"> <li>• Best for game viewing</li> <li>• The days are mild and sunny</li> <li>• Wildlife can be more easily spotted as they congregate around the water holes</li> </ul>	<b>October to November – Hot season</b> <ul style="list-style-type: none"> <li>• Daytime temperatures exceeding 30°C</li> <li>• The perfect time to enjoy game viewing during the cooler hours of dawn and dusk</li> <li>• Waterfalls have less spray</li> <li>• Clearer view of its staggering high rockfaces, which are often obscured from view by the mist.</li> </ul>

# TERMS & CONDITIONS

This contract is entered into between Zambezi Sands By Batoka and the undersigned Tour Operator and shall come into force upon receipt of the signed contract. The applicable Tour Operator rates ("contract rates") are as set out in this contract.

## RATES ARE QUOTED:

- Rates are quoted in US Dollars and are inclusive of 2% tourism levy and 15% VAT - on accommodation, meals and drinks.

## RATE CHANGES:

- All rates quoted are subject to change without prior notice, however fully paid reservations will be honoured.
- Special rates and discounts can NEVER be combined.

RATES INCLUDE:	RATES EXCLUDE:
<ul style="list-style-type: none"><li>• Accommodation in specified room type.</li><li>• Complimentary bottle of wine on arrival.</li><li>• Private dinner on your private deck.</li><li>• All meals as specified in rate.</li><li>• Local beverages.</li><li>• Complimentary mini bars in the rooms.</li><li>• Return transfer to Victoria Falls Airport.</li><li>• Complimentary shuttle to Victoria Falls Town, guided tour of the Victoria Falls and park fees.</li><li>• Complimentary laundry service.</li><li>• Emergency medical evacuation cover.</li><li>• Complimentary Wi-Fi.</li><li>• Twice daily housekeeping services.</li><li>• Morning or afternoon boat cruises.</li><li>• Morning or afternoon game drives in the Zambezi National Park.</li><li>• Guided tour of the Falls – Zimbabwe.</li></ul>	<ul style="list-style-type: none"><li>• Premium brand European beverages (e.g. French Champagne).</li><li>• Gratuities, curios and all items of a personal nature.</li><li>• A private 4x4 safari vehicle can be pre-booked at an additional cost, rates are per vehicle per night (maximum 6 guests per vehicle) – currently charged at USD 250.00 per night (subject to change).</li><li>• Wellness retreats available – instructor can be arranged at an additional cost – must be booked in advance.</li><li>• Spa/Massage treatments – therapist can be arranged at an additional cost – must be booked at least 24-hours, in advance.</li><li>• Child-minding – must be booked at least 24-hours, in advance.</li><li>• Fishing trips.</li><li>• Art activities.</li><li>• Village tour.</li><li>• Woman of Shingani visit.</li><li>• Guided craft market activity.</li></ul>

## CHECK-IN/CHECK-OUT:

- Check-in is from 14h00 and check-out is before 10h00.
- Access by road: 4x4 access required \*\* Strictly no access to the gate after closing \*\*
  - **Winter (March – October)** 06h00 to 18h00 & **Summer (November-February)** 05h00 to 19h00
- Self-drive – vehicles to be left in town and guests will be transported to/from the park.

## CHILDREN'S POLICY:

- Children under 6 years of age are not permitted at Zambezi Sands.
- Tented suites can accommodate up to 3 guests (2 adults and 1 child on a sleeper bed).
- Children aged 6-16 years of age, sharing with 1 or 2 adults, who will require a sleeper bed/additional bed space are charged 50% of the adult sharing rate.
- Children aged 17 years and above will be charged the full adult sharing rate.
- Zambezi Sands is in a wilderness area – it is not recommended that children younger than 16 years occupy a room on their own (without an older sibling/adult present).
- Children are the responsibility of their parents/guardians.
- It is important to note that none of the plunge pools are fenced or manned by staff.
- We provide exciting activities for children during their stay, including Children's Lodge Walk, Art activities, Game drive/Sunset drift – children aged 6-12 years are permitted based on Management's discretion.

## PROVISIONAL RESERVATIONS

- Provisional reservations, made more than 3 months in advance, will be held for 7 days and automatically released, unless otherwise authorised.
- Provisional reservations made less than 3 months in advance will only be held for 48 hours and will then be automatically released unless otherwise authorised.
- Travellers must ensure that their reservation is confirmed in writing and fully paid before travel.

## PAYMENTS:

- On confirmation of your reservation, a deposit/commitment fee of 50% of the total invoice value, must be paid within 7 days, to secure your reservation.
- Upon confirmation of your reservation, you are required to complete a booking form, which is to be accompanied by proof of the 50% deposit payment.
- Without the 50% deposit and a completed booking form, your reservation will be considered to be on provisional basis, which may lapse, as per the Provisional Reservations policy.
- From the deposit fee, 30% is not refundable as it covers the services in planning and managing your reservation.
- The remaining 50% payable, has to be settled 30 days prior to arrival.
- Batoka reserves the right, in circumstances where it is in the position to accept another confirmed reservation, to request the operator to confirm a held reservation within 72 hours of receipt of advice.  
The tour operator shall either confirm the reservation in writing and furnish Batoka with a deposit of no less than 50% of the total value within seven days, or else cancel the reservation.
- We accept MasterCard and Visa.

## CANCELLATION POLICY:

- Any cancellation should be in writing, stating the reason.
- Cancellation made more than 90+ days prior to travel date, is refundable up to 70% of the invoice value.
- Cancellation made more than 60 to 90 days before travel date, will attract 50% cancellation fees on invoice value.
- Cancellations made less than 60 days before travel date, will attract 100% cancellation fees on invoice value.

**RESERVATION AMENDMENTS:**

- If you postpone your reservation to a future date and decide to cancel, the cancellation policy shall be applied on the first reservation date.
- If you postpone your reservation from green season to a high season, the high season rates shall be applied, and vice versa.

**SAME-DAY RESERVATION POLICY**

- Same day reservations are not permitted.

**INSURANCE COVER:**

- It is the traveller's responsibility to ensure that they are adequately covered on medical and travel insurance, including cancellation insurance.

**GENERAL TERMS:**

- We require full payment prior to guests' arrival and strict adherence to our cancellation policy.
- In the unlikely event of there being an unscheduled extension of a reservation caused by bad weather, strikes or any other matter beyond our control, it is understood that expenses incurred will be for the guest's account.
- All tours, experiences and activities are weather permitting. Guest safety is our priority.
- Guests will be held liable for any loss or damage to the hotel property caused by themselves, their guests or any person for whom they are responsible.
- All tented suites are non-smoking/non-vaping areas; there are designated smoking areas.
- Zambezi Sands, operated by Batoka, along with its directors, employees, representatives, and agents, shall not be held liable for any injuries, accidents, incidents, or damages of any kind that may occur during your stay at Zambezi Sands or during any associated outings and activities. Please note terms and conditions, including third party information, is subject to change without prior notice due to unforeseen circumstances, which directly or indirectly impacts the property.
- Travellers to Zimbabwe must now complete arrival forms online before departure, as paper forms are no longer in use. Visitors from both visa-exempt and visa-required countries can submit their declarations online prior to travel. Forms can also be completed at immigration kiosks on arrival in Zimbabwe, but the government has warned that this may cause delays at immigration. Travellers are advised to complete the form in advance at <https://evisa.gov.zw/>

***SPECIAL OFFER - 2025*****EARLY BIRD OFFER**

- 10% Discount: Book and pay for your stay at least 30 days in advance and enjoy a 10% discount on the room rate.
- 15% Discount: Confirm your booking and payment 60 days prior to guests' arrival date and receive a generous 15% discount on the room rate.
- 20% Discount: Secure your reservation with payment 90 days in advance and unlock an exclusive 20% discount on the room rate.

**TERMS & CONDITIONS**

- The above special offer is nett, non-commissionable.
- Subject to availability.
- Not valid during peak season (23 December 2025 – 6 January 2026)
- Booking window: 01 June 2025 – 20 December 2025
- This offer applies exclusively to new bookings. Agents cannot cancel and rebook with this promotion.
- Special rates and discounts can NEVER be combined.
- Standard STO terms & conditions apply.