



Elephant's Eye Sponsorship Pledge

For every reservation of 3 or more consecutive nights, Elephant's Eye, Hwange will sponsor one full year's school fees for one child, toward the local school's 'Dingani Primary School's Scholarship Fund'.

Terms and Conditions:

- Stay 3 nights and a portion of your rate gets donated to the Dingani Primary School Scholarship Fund.
- For bookings made from 01st July 2018 to 31st Aug 2018.
- For stays from 01st July to 30th November 2018.
- Rates are quoted in USD per person.
- Hideaways reserves the right to amend the quoted tariffs should there be any change in the percentage rate of VAT or any other levy, tax or imports becoming payable by the lodges.
- This special cannot be used in conjunction with another.

Includes:

- 3 Nights' accommodation at Elephant's Eye Hwange.
- All meals, water, soft drinks, beers, ciders, mixers and house wine.
- 2 Game drives or bush walks on our private concession bordering Hwange National Park or 1 full-day game drive inside Hwange National Park.
- Transfers from Hwange Airstrip and Hwange Main Camp.
- Laundry.
- CWF Conservation levy.

Child Policy:

Maximum 2 children (aged 7 – 17 years) stay free of charge when sharing with 2 adults. This excludes \$5 CWF Conservation Levy per child per night.

Excludes:

- Park fees – (Paid locally on entry to Hwange National Park).
- Transfers.
- Flights and visa fees (if required).
- Optional activities.
- Travel insurance.
- Premium brand drinks.
- CWF Conservation levy for children staying free of charge.

Bookings:

- info@hideawaysafrica.com +27 (0) 21 671 7729.
- All reservations must be received in writing by email.
- All reservations are subject to availability, and if necessary, rooms will be put on a waiting list on a first come first serve basis.
- All provisional reservations and requests are held for 14 days only, before we require a 20% non-refundable deposit to confirm the reservation, otherwise the booking will expire and be released from our reservation system.
- Special dietary requirements must be communicated to our reservations department at least 30 days prior to arrival date.
- The validity of the rates are as per the Rate Sheets

Check-in and Check-out:

- Check-in time is from 14h00 on the day of arrival, and check-out is 10h00 on the day of departure.
- A late check-out may be arranged with prior approval of management of the lodge, and is subject to the availability of rooms.
- Should an early check-in be required, this must be organized directly with the lodge and will be subject to the availability of rooms.

Terms of Payment:

- A non-refundable deposit amounting to 20% of the total value of the booking is payable within 14 days of confirmation of the reservation.
- Full pre-payment to be received 40 days prior to travel. If payment has not been received we reserve the right to cancel the reservation whereupon our cancellation policy will apply.
- No Guest may travel unless we have received full pre-payment.
- A 5% surcharge will be levied for any / all payments made by credit card.
- In the event where the reservation is made less than 40 days before arrival, such reservation must be paid immediately upon presentation of invoice.
- Upon payment, a proof of payment with the lodge name and invoice number must be submitted to our central reservations office (info@hideawaysafrica.com).

Cancellation / Amendment Policy:

- Only written cancellations / amendments will be accepted.
- Kindly ensure that acknowledgments of cancellations/amendments are confirmed in writing by reservations.
- Should a cancellation be received after the booking is confirmed, 20% of the contracted rate will be charged.
- Cancellation within 60 – 31 days prior to date of travel will incur a 50% cancellation fee.
- Cancellation within 30 – 15 days prior to date of travel will incur a 75% cancellation fee.
- Cancellation within 14 days prior to date of travel or less will incur a 100% cancellation fee.
- No refunds will be made for no-shows or any unused services due to flight delays, strikes or anything else beyond the control of Hideaways Africa.

Liability:

- Hideaways cannot be held liable for any injury, loss of life or damage of any valuables.
- Guests will be asked to sign an indemnity form on arrival at the lodge.
- Guests will be asked to sign a form that confirms that they received their safety briefing.