

## MHARA RIVER CAMP, MANA POOLS

Accommodation per person sharing	Green Season	High Season
	01 Apr – 30 Jun 2024 15 Nov – 31 Dec 2024	01 Jul – 14 Nov 2024
Twin	USD 480.00	USD 690.00

### Single Supplement

High Season a single supplement of USD 140 per night applies; Green Season a single supplement of USD 90 per night applies

### Child Policy

- Children accepted from +7 years; Children under 7 years will be on request and the lodge would need to be booked on exclusive use basis
- Children aged 7 – 15 years pay 50% of the adult rate; Children aged +16 years pay full adult rate

Shared Transfers – Minimum 2 clients	Per Person
<b>Air</b> - One-way, Robert Gabriel Mugabe International Airport - Ruckomechi Airstrip <i>(excludes departure tax of USD 15.00 per person, please note departure tax is subject to change without prior notice)</i>	USD 575.00
<b>Air</b> - One-way, Victoria Falls Airport/Robins Airstrip - Ruckomechi Airstrip <i>(excludes departure tax of USD 15.00 per person, please note departure tax is subject to change without prior notice)</i>	USD 695.00
<b>Private Vehicle per night</b>	USD 450.00

Shared Activities – Minimum 2 clients, <i>pre-booking required and subject to availability</i>	ON REQUEST
Excursion to Chitake Springs	

### Includes

Accommodation, all meals, water, soft drinks, beers, ciders, mixers, and house wine, 2 shared activities per day (game drives/walks - *walks are subject to availability and season dependent*), park fees, return transfers from Ruckomechi Airstrip (*shared*), laundry

### Excludes

Imported and premium brand drinks, transfers not included, Grow Africa Levy USD 10.00 per person per night

## TERMS AND CONDITIONS

### Bookings

- Reservations contact details: [info@hideawaysafrica.com](mailto: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 7 days only, and require a 20% non-refundable deposit to confirm the reservation, otherwise the booking will expire and be released from our reservation system.
- The lodge requires a final rooming list 30 days prior to guests arrival.
- Special dietary requirements to be emailed to our reservations department at least 30 days prior to arrival date.
- The validity of the rates is subject to the time of booking.

### Check-in and Check-out

- Check-in time is as from 14h00 on the day of arrival, and check-out is 10h00 on the day of departure.
- A late check-out must be arranged with prior approval of management of the lodge and is 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 7 days of confirming the reservation.
- Full pre-payment to be received 30 days prior to travel. If payment has not been received, we reserve the right to cancel the reservation and our cancellation policy will apply.
- No Guest may check-in 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 30 days before arrival, such reservation must be paid immediately upon presentation of invoice.
- Upon payment, a proof of payment with lodge name and booking reference number must be submitted to our central reservations ([info@hideawaysafrica.com](mailto:info@hideawaysafrica.com)).

### Cancellation / Amendment Policy

- Only written cancellations/amendments will be accepted.
- Kindly ensure that acknowledgments of cancellations/amendments are received by reservations. A reservation will be considered amended/cancelled only once reconfirmed by reservations to the agent /client concerned.
- Should a cancellation be received once a confirmed status is held, 20% of the total booking value will be charged.
- Cancellation within 60 to 31 days prior to date of travel will incur a 50% cancellation fee.
- Cancellation within 30 to 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.

### **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.

### **Internal Flights**

- Hideaways cannot be held liable for any delays caused by unforeseen circumstances such as but not limited to, mechanical breakdowns or diversions caused by weather. We will however endeavour to fully rectify the situation where possible.
- The quotation is subject to the availability of the aircraft at the time of confirmation.
- Prices are determined by the current fuel price in the country of service. An increase in fuel price will affect the quoted price, and Hideaways reserves the right to adjust it without prior notice.
- The daily flight schedule is subject to change due to weather and airstrip conditions or mechanical issues beyond our control.
- Guests must arrive 30 minutes before the stipulated departure time. Any guest arriving less than 30 minutes may have their seat cancelled without refund.
- Comprehensive Travel Insurance is essential as Hideaways are not responsible for missed onward connections, additional accommodation, or transport expenses due to circumstances beyond our control.

### **General**

- 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, fuel surcharge for flight and road transfers or any impost becoming payable by the lodges or 3rd party suppliers that we are partnered with.
- It is essential for clients to have comprehensive travel insurance. This ensures coverage for unforeseen flight cancellations, additional accommodation or transport expenses, and potential disruptions to subsequent connections due to circumstances beyond the control of Hideaways and our third-party suppliers.