



# BOOKING CONDITIONS

## 2011/2012

### PAYMENT & CANCELLATION POLICIES

---

All reservations/bookings will follow these conditions solely with no variations. A 50% deposit of the accommodation fees is due to secure the booking and paid to our bank account or by cash in our office, at least 30-90 days prior to the date of arrival at the lodge.

The deposit is accepted as part of the full payment and will only be refunded if the representative (individual or company making the reservation) cannot be accommodated. If the full amount is not paid in due time, we reserve the right to treat any reservations as cancelled. Any reservations made less than 10 days prior to the arrival at the lodge; payment is then required in full at the time of making the reservations. The representative who accepts the reservation/booking does on behalf of the entire group in the reservationists' party.

### CANCELLATION NOTIFICATION

---

All cancellations must be in either by e-mail or by writing by the guest or representative.

Kundayo Lodges Ltd will retain the following percentage upon cancellation of your booking within the following timeframes:

- Cancellations made within 10 days of date of arrival forfeit the entire deposit
- Cancellations made within 21 days of date of arrival forfeit 75% of the deposit
- Cancellations made within 30 days of date of arrival forfeit 50% of the deposit
- Cancellations made within 45 days of date of arrival forfeit 25% of the deposit

In the event of a premature departure the full extent of the stay, as originally booked and confirmed, will be charged.

Refunds of deposits/prepayments for bookings are at the discretion of Kundayo Lodges Ltd management and are dependant on the ability to re-let the room/s.

### CURRENCY OF PAYMENTS:

---

We accept payment in Tanzanian Shillings & US Dollars: in **CASH, BANKING DIRECT WIRE TRANSFER TO OUR BANK ACCOUNT**, (please request for our bank account details), and **PRE-APPROVED COMPANY CHEQUES** payable at our office.

Please make cheque for services of Kundayo Serviced Apartments Lodge to: **KUNDAYO SERVICED APARTMENTS.**

## **PAYMENT SURCHARGES:**

Any bank surcharges that may occur for the Guests'/Agents' choice of payment are responsibility of the agent or guest. Cheques received and returned by our bank will incur a 10% Unpaid Check Charges to the Agent, and will not hold a reservation and will incur payment in cash only basis for the future bookings.

## **LIABILITY**

**Kundayo Lodges Ltd and its affiliated property/ies (i.e., Kundayo Serviced Apartments Lodge)** does not and will not accept responsibility for any incident or accident of any nature involving any client(s) or person(s) who is/are at any property(ies), nor while travelling to or from any of our property/lodge.

Rates exclude lunch, dinner, wine and champagne, telephone calls and fax transmissions, visitors' meals and drinks.

## **LIABILITY DISCLOSURE**

Please take note that the use of any of our accommodation facilities, inclusive of everything it offers, are entirely at your own risk. We cannot be held responsible for any incidents or accidents occurring inside or outside Kundayo Serviced Apartments Lodge. Safeguarding of your personal belongings will be entirely your own responsibility and making use of any of the facilities will be exclusively at your own risk

## **Contact Details:**



**Kundayo Lodges Ltd**  
Plot No. 208, Block GG- Kimandolu  
Off-Arusha-Moshi Highway  
P.O. Box 1749, Arusha,  
United Republic of Tanzania

Phone: +255 27 2544340,  
Mobile: +255 754 697105  
[www.kundayoapartments.com](http://www.kundayoapartments.com),  
[www.kundayolodges.com](http://www.kundayolodges.com)  
E-mail: [ksa@kundayoapartments.com](mailto:ksa@kundayoapartments.com)