

Masuwe Lodge - Victoria Falls

All Inclusive

Rates Per person per night	Sharing	Single	Extra person
1 Mar 2023 - 30 Apr 2024			
Wilderness Chalet	\$380	\$495	N/A
The Hide-Away	\$450	\$665	\$70 1 child 6 - 15 years
The Family Nest	\$1590 for up to 4 people		\$70 1 child 6 - 15 years
1 May 2024 - 30 Apr 2025			
Wilderness Chalet	\$380	\$495	N/A
The Hide-Away	\$450	\$665	\$70 1 child 6 - 15 years
The Family Nest	\$1590 for up to 4 people		\$70 1 child 6 - 15 years



MASUWE LODGE – TERMS & CONDITIONS

Provisional Bookings

Provisional bookings made more than 3 months in advance, will be held for 7 days and then automatically released. Provisional bookings made less than 3 months in advance, will only be held for 48 hours and then automatically released. Should the above release times not be suitable, please feel free to contact us for alternate arrangements.

All bookings must be confirmed in writing

FIT Reservations

We require written confirmation accepting our terms and conditions. *A 50% deposit is required upon confirmation*

Full pre-payment is required 30 (thirty) days prior to guest's date of arrival, unless alternative arrangements have been made. We reserve the right to cancel the reservation should we not receive this a payment on the due date.

Cancellation Policy

We run a small property and cancellations often result in empty rooms due to booking lead times. All guests should have adequate travel insurance including cancellation cover, as well as medical/health and luggage.

We require written confirmation for all cancellations (e-mail)

Policy applicable to all confirmed FIT reservations, except groups

Cancelled **61+ days** prior to arrival: we will retain **10%** of the full accommodation charge
Cancelled **60 – 46 days** prior to arrival: we will retain **25%** of the full accommodation charge
Cancelled **45 - 15 days** prior to arrival: we will retain **75%** of the full accommodation charge
Cancelled **14 - 0 days** prior to arrival: we will retain **90%** of the full accommodation charge

Group Bookings or Package Bookings

The word "group" applies to 8 or more full paying guests. A "package" booking means a booking for 1 or more persons staying for 5 or more nights at a combination of lodges belong to or booked by Landela Safaris or Seolo Africa.

A 50% deposit, of which 25% is non-refundable, is required to confirm a group or package reservation. Full pre-payment is required 60 (sixty) days prior to arrival.

We reserve the right to cancel the reservation should we not receive a payment on the due date.

General

- * All bank deposits are to be received free of any bank charges or commissions
- * Credit card payments for accommodation will have a 3% surcharge added
- * All guests are to settle their extras account in full prior to departure (laundry, premium brand drinks, park fees etc) * It is the client's responsibility to ensure they have adequate travel insurance
- * All transfers need to be pre-booked, please ensure we are given up-to-date flight details as changes do occur
- * All rates quoted are subject to change at any time, at which time you will be notified in writing.

Check-In: at Masuwe Lodge is at 2pm and check-out is by 11am. Travellers arriving earlier or leaving later will be welcome to use the lounge and facilities including the pool or join an activity. We will of course store luggage to suit.

Force Majeure: In the case of Force Majeure (any event which Masuwe Lodge & Landela Safaris could not, even with due, care, foresee or avoid) the company shareholders (trading as Landela Safaris & Masuwe Lodge) will not accept liability and reserve the right to change and cancel trips.

Note: Every effort is made to ensure that the details, description and prices are correct. It is important that you check the details on your Confirmation Invoice when you receive it. In the event of any discrepancy, please contact reservations.

Masuwe Lodge | T: +263 77 864 4234 | E: info@masuwe-lodge.com | W: www.masuwe-lodge.com Reservations office open Mon to Fri 8:30 to 5:00 & Sat 8:30 to 12:00 | Located 7kms from Victoria Falls, Zimbabwe