



Rate sheet Cleo Kivu hotel 2023

Category	Rack Rate Low season	Rack Rate High season	Maximum guests
King suite (B&B)	350 000 RWF	450 000 RWF	3
Apartment (B&B)	750 000 RWF	950 000 RWF	4
Villa Halfboard	3 000 000 RWF	3 900 000 RWF	8
King suite (Full board)	510 000 RWF	610 000 RWF	3
Apartment (Full board)	1 070 000 RWF	1 270 000 RWF	4
Villa (Full board)	3 640 000 RWF	4 540 000 RWF	8
Board room	300 000 RWF		20
Conference rate	500 000 RWF		100



King Suite Rooms

Rack rate: 450

- The rack rate is inclusive of 2 people for King bed or twin beds arrangement.
- Maximum of 3 people in the room, 100 is charged for the extra person.
- Children of all ages accepted.
- Children two years and under stay for free, Cots for free.
- 12 rooms lake view

Rooms rate inclusion

- Breakfast brunch, housekeeping, daily turndown.
- Use of the facilities: kayaking and bicycles (subject to availability) and vegetable garden to explore.
- Water in the room replenished daily.
- Wifi & concierge services

Room rate exclusions:

- Transfers (on request with a charge)
- All other activities not mentioned in the inclusions
- Lunches & dinners
- additional drinks not in-room on arrival
- Items of a personal nature.

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Apartment

Rack rate: 950

Apartment rate inclusion:

- The rack rate is inclusive of 4 people accomodate in 2 rooms with king bed or twin beds.
- Maximum of 5 people in the room, 100 is charged for the extra person. \$ Children of all ages accepted.
- Children two years and under stay for free, Cots for free.
- Only available in an apartment basis
- Wifi & concierge services
- Use of the facilities: kayaking and bicycles (subject to availability) and vegetable garden to explore.
- Water in the room replenished daily.



Apartment rate exclusions:

- Transfers (on request with a charge)
- All other activities not mentioned in the inclusions
- Lunches & dinners
- additional drinks not in-room on arrival
- items of a personal nature.

Villa

Rack rate: 3900

- Four rooms lake view (one presidential room, one petite room, two medium size rooms).
- Extra bed can only be put in the presidential suite and the two-medium size. Not more than one extra bed per room.
- Rate includes accommodation for up to 8 adults.
- Guests accommodated in full rooms with a lake view.
- Villa Only bookable in a villa basis.

Villa rate inclusion:

- dedicated villa host
- Private Swimming pool
- Breakfast brunch, half board (one meal except breakfast included)
- Housekeeping & daily turndown
- House drinks (water and fresh fruits juice) replenished daily
- Wifi & concierge services
- Use of the facilities: kayaking and bicycles (subject to availability) and vegetable garden to explore.

Villa rate exclusion:

- Transfers
- additional drinks not in-room on arrival
- items of a personal nature



Cancellation policy:

- No refund of Commitment Fee for bookings made in the Festive Season (December 10th to January 15th).
- Between 90-30 days prior to arrival:
 - 20% of full amount due will be charged as a cancellation fee
- Between 30 days to 8 days prior to arrival:
 - 50% of full amount due will be charged as a cancellation fee
- Less than 7 days:
 - 100% payment of Commitment Fee. *Negotiable*
- Cleo Hotel shall not be responsible for any exchange rate fluctuations and will refund the agreed amount as per our Terms & Conditions in USD.
- Cancellations must be received in writing.
- The cancellation policy also applies to confirmed bookings that reduce their length of stay. The above cancellation fees will apply on the release night/S

TERMS AND CONDITIONS:

A payment can also be done by a payment link by an email address that comes from @cleohotel.rw domain.

Rates are quoted in Dollars (USD), include VAT and are subject to change.

Payment will only be accepted by electronic transfer, credit card and bank wire.

- A minimum stay requirement of 2 nights applies to all stays during Festive Season (December 10th to January 15th).
- 50% refundable Commitment Fee required within 14 days in order to confirm the booking. *Negotiable*
- 50% non-refundable Commitment Fee required for bookings in Festive Season (December 10th to January 15th).

The balance of payment is due at 45 days prior to the arrival date. *Negotiable*

Refundable Commitment Fees and final payments are held in a separate call account until the guest is on property.

Bookings held without a paid Commitment Fee or voucher from the Tour Operator will be considered provisional.

Should Cleo Lake Kivu hotel receive a new booking request for any of the provisionally booked dates, the agent/client will be notified and have 48 hours to pay the Commitment Fee in order to confirm. In this case, due to the demand on dates and limited inventory, the Commitment Fee will immediately become non-refundable.

All amounts paid into the Any Name Property KIVU WATERFRONT LTD account will be on the full invoice amount with no deduction for bank/credit card fees.

Receipt constitutes the deposit reflecting in our bank account.

For any booking made 30 days or less prior to arrival, full payment is due immediately.



Specific rooms within a category can be requested, however Cleo Hotel reserves the right to re-allocate bookings to rooms within the same category as required without prior notice. Cleo Lake Kivu hotel reserves the right to review and change rates on a quarterly basis. All rates for bookings already made will be honored and once the updated rates are released all new bookings will be as per the prevailing rate.

Reservations contact:

reservations@cleohotel.rw