



NYUNGWE HOUSE

Rwanda

**2023-2024 PUBLISHED RATE SCHEDULE
 APPLICABLE TO ALL MARKETS
 VALID FROM 01 JUNE 2023 – 31 MAY 2024**

ONE&ONLY NYUNGWE HOUSE		LOW	HIGH	FESTIVE
ACCOMMODATION CATEGORY AND RATES	OCCUPANCY	01 Nov 2023 – 23 Dec 2023 06 Jan 2024 – 31 May 2024	01 Jun 2023 – 31 Oct 2023	24 Dec 2023 – 05 Jan 2024
Nyungwe King Room (15 rooms @ 44m ²)	Single Occupancy	\$ 1 580	\$ 2 400	\$ 2 400
	Double Occupancy	\$ 2 200	\$ 3 250	\$ 3 250
Nyungwe Twin Room (5 rooms @ 44m ²)	Single Occupancy	\$ 1 580	\$ 2 400	\$ 2 400
	Double Occupancy	\$ 2 200	\$ 3 250	\$ 3 250
Forest Suites (3 suites @ 131m ²)	Per Room <i>See max permitted occupancy</i>	\$ 6 900	\$ 10 000	\$ 10 000

RESORT INCLUSIONS

- Breakfast, lunch, and dinner daily.
- Alcoholic and non-alcoholic beverages (house wines and beers).
- Two activities per person per day (as defined by the Resort and subject to change without notice).
- Nespresso machine, tea & coffee facilities.
- Turndown amenities.
- Laundry, within reason.
- Daily water and personal pantry in room.
- Complimentary Wireless Internet Access.
- Access to the Fitness Centre – Open daily.
- For your nature experiences – our team provides you with complimentary trekking equipment which includes ponchos, gaiters, backpacks, and shoe cleaning.

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**RESORT INCLUSIONS
 ADDITIONAL SUITE STAY VALUE ADDS – FOREST SUITE**

- All the room inclusions.
- Personalised in-room check-in.
- Meet & greet by Nature Resort Manager.
- Fresh flowers throughout the suite.
- Personal pantry with a selection of 5 different snack jars.
- Selection of gin, whiskey, and red and white wine in the suite.
- One&Only Tea Box departure gift.

EXTRA GUEST AND CHILD SUPPLEMENT

	LOW	HIGH	FESTIVE
	01 Nov 2023 – 23 Dec 2023 06 Jan 2024 – 31 May 2024	01 Jun 2023 – 31 Oct 2023	24 Dec 2023 – 05 Jan 2024
EXTRA GUEST	US\$	US\$	US\$
Additional Adult 12 years and above	Full adult rate	Full adult rate	Full adult rate
Child 10 – 11 years	50% of full adult rate	50% of full adult rate	50% of full adult rate

CHILD AND EXTRA GUEST SHARING POLICY

- One&Only Nyungwe House has a minimum age restriction of 10 years.
- Children aged 10 - 11 years sharing a room with an adult on existing bedding will be charged additional child supplement.
- Children aged 12 years and older are considered as adults and will require their own room at the applicable adult rates.
- No roll away beds are available.

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TRANSFER INFORMATION		
TRANSFER TYPE	RATE	CONDITIONS
Luxury SUV Kigali to/from One&Only Nyungwe House (up to 6 hours)	US\$ 450	<ul style="list-style-type: none"> Up to 3 persons 6 pieces of luggage in boot Rates are per vehicle per way
Luxury SUV Kamembe to/from One&Only Nyungwe House (1 hour)	US\$ 450	<ul style="list-style-type: none"> Up to 3 persons 6 pieces of luggage in boot Rates are per vehicle per way
Luxury SUV One&Only Nyungwe House to the park for activities (30 minutes)	US\$ 450	<ul style="list-style-type: none"> Up to 3 persons 6 pieces of luggage in boot Rates are per vehicle full day exclusive use
Luxury SUV One&Only Nyungwe House to One&Only Gorilla's Nest (5 hours)	US\$ 350	<ul style="list-style-type: none"> Up to 3 persons 6 pieces of luggage in boot Rates are per vehicle full day exclusive use

MINIMUM LENGTH OF STAY		
LOW	HIGH	FESTIVE
No Minimum Length of Stay during period	No Minimum Length of Stay during period	No Minimum Length of Stay during period

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ROOM OCCUPANCY		
ROOM CATEGORY	BEDDING CONFIGURATION	MAXIMUM PERMITTED OCCUPANCY
Nyungwe King Room	1 X King Bed	2 Adults
Nyungwe Twin Room	2 X Queen Beds	2 Adults or 1 Adult and 2 Children under the age of 12 years
Forest Suite	1 X King Bed 2 X Queen Beds	4 Adults or 1 Adult and 3 Children under the age of 12 years or 2 Adults and 2 Children under the age of 12 years

SELL & REPORT RELEASE POLICY			
	LOW SEASON	HIGH SEASON	FESTIVE SEASON
ACCOMMODATION CATEGORY	01 Nov 2023 – 23 Dec 2023 06 Jan 2024 – 31 May 2024	01 Jun 2023 – 31 Oct 2023	24 Dec 2023 – 05 Jan 2024
Nyungwe King & Twin Room	45 days	60 days	On Request
Forest Suite	On Request	On Request	On Request
RELEASE DATES	45 days	60 days	Not Applicable

SELL & REPORT AND STOP SELL POLICY

FREE SALE

- Free sale reservations are required to be reported to the reservations department within twenty-four hours (24) hours / one (1) Working Day and prior to the applicable Cut-Off Date. Reservations reported prior to the Cut-Off Date may be considered confirmed upon receipt of a Resort Confirmation.
- The free sale facility is subject to closed out dates/stop sale, as detailed in the Inventory Availability Report.
- It is the responsibility of the Tour Operator to ensure that their availability records are updated accordingly. Any change in inventory as defined in the Inventory Availability Report must be processed within 24 hours of receipt.
- It is the responsibility of the Tour Operator to ensure that the Resort has the correct email address for Inventory Availability Reports to be sent to.
- Rooms may be sold up to 7 days prior to arrival and within the Cut-Off Date, provided the date is shown as available as per the Inventory Availability Report.
- All reservations, amendments and cancellations must be reported to Resort within twenty-four (24) hours by e-mail to reservations@oneandonlynyungwehouse.com.
- Should the need arise for the Resort to close any date at any time prior to the applicable Cut-Off Date, Partner will be required, within twenty-four (24) hours / one (1) Working Day of notification, to report reservation detail for all Rooms sold, cancelled or amended for the period concerned and not yet reported. All Rooms reported at that time are confirmed on receipt of Resort Confirmation.



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GENERAL RESORT TERMS AND CONDITIONS

- **KERZNER NET RATE PARTNER AGREEMENT:** Please refer to your signed evergreen Kerzner Net Rate Partner Agreement for full and complete terms and conditions that apply to this rate schedule. The below information supplements this.
- **RATES:** All net rates are quoted in USD United States Dollar.
- **PAYMENT:** All amounts are payable in US Dollars. Bank charges incurred in transferring funds are not the responsibility nor undertaken by the Resort. All rates are for payments by cash, credit card or bank transfer. If payment is made by company or personal cheque, please ensure a minimum of 14 additional days is allowed, for payment to clear, prior to guest arrival. Payments in Rwandan Francs (RWF) will not be accepted.
- **NIGHTLY INCLUSIONS:** Rates include breakfast, lunch, and dinner daily, alcoholic and non-alcoholic beverages (house wines and beers) with meals, laundry (within reason) and two activities per person per day (as defined by the Resort and subject to change without notice). Please see pg. 1 for further clarification.
- **EXCLUSION:** Any additional activities, park permits, spa treatments, additional beverages, transportation, and incidental charges will be charged directly to the client's account and must be settled by credit card or cash on check-out.
- **MANDATORY TAXES:** Rates include 18% government tax. Should any additional Federal, State or Local Government taxes be introduced, these rates will be revised and re-communicated accordingly. A 2% tourism levy may apply.
- **RATE CODES:** Please quote relevant rate codes for FIT bookings at time of booking.
- **GROUP RATES:** Rates are valid for FIT (individual travelers) only. Rates for conference, incentive and event business are available upon request. Please contact the Groups and Events Department for group enquiries (5 rooms or more) on email: reservations@oneandonlynyungwehouse.com
- **CHECK-IN/CHECK-OUT:** Check-in time for all guests is 2:00PM local time. Check out time is 11:00AM local time.
- **EARLY ARRIVALS:** For guaranteed earlier access to guest rooms, payment of 100% of the full contract daily rate is required for the night prior and is strictly subject to availability.
- **LATE DEPARTURES:** Late check out subject to availability 50% before 6PM and 100% thereafter.
- **EARLY DEPARTURES/NO SHOWS:** A fee equivalent to 100% per night plus taxes for early departure applies. In the event of a no-show (i.e. if you neither use nor cancel your reservation), a fee equivalent to the value of the entire stay will be incurred. Early departures or cancellations due to inclement weather are fully chargeable.
- **ON-PROPERTY RESERVATION EXTENSION:** Where guests extend their stay after check-in, a maximum 10% commission will apply on the additional nights booked.
- **RESERVATIONS:** Reservations, amendments and cancellations should be sent to One&Only Nyungwe House using contact details: Telephone: +250221011111 Email: reservations@oneandonlynyungwehouse.com.
- **ROOM ALLOCATION:** Resort is unable to guarantee any request for a specific room at the time of booking. Resort will make every effort to confirm such requests, however will only be able to advise at the time of the guest's arrival. Upon guest arrival, should there be any discrepancies from the confirmed reservation details (villa, number of people, age of children etc.) the Resort reserves the right to charge the guest directly for any applicable supplements. The Resort's bedding policy will strictly apply without exception.
- **ARRIVAL INFORMATION:** Arrival and departure details are to be provided to Reservations prior to arrival.
- **CANCELLATION:** One&Only Nyungwe House reserves the right not to provide exemptions from its cancellation policy for medical matters, inclement weather, or any other unforeseen circumstances.
- **REFUND POLICY:** In the event a booking deposit must be refunded, please note that any credit card surcharge or bank charges cannot be refunded.

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- **ACTIVITY INFORMATION:** Certain on-site activities offered may be cancelled without prior notice should it be deemed that prevailing climatic or other conditions would make activity participation sufficiently hazardous or uncomfortable. Any participation in on-site activities shall be strictly at the client's own risk. The Resort shall not be held liable for any injury to persons or loss of or damage to property caused directly or indirectly by reason of any circumstances including but not limited to inconvenience, accident, mishap, indigenous wildlife, expense, or delay beyond the Resort's control. Clients may be required to sign a waiver at check-in at the Resort, a copy of which will be provided to the Company upon request.
- In case of a shortened length of stay, early departures, or date amendments the cancellation policy will apply for cancelled nights.
- **TRAVEL INSURANCE:** To avoid disappointment, it is recommended to purchase adequate travel insurance prior to confirming a reservation and accepting the terms and conditions of One&Only Nyungwe House cancellation policy.
- Failure to comply with any guaranteed requirements by the due date will result in an automatic release of the booking.
- **CONFIDENTIALITY:** All rates, terms and conditions are strictly confidential, for sole use by the Tour Operator and are not to be exposed to other parties. This agreement is invalid if there are any alterations that are not confirmed in writing and counter signed by both parties.
- **VALIDITY:** The Resort reserves the right to terminate this Agreement at any time in the event that the company fails to comply with the terms of this Agreement. Failure by the Resort to enforce at any time any of the provisions of this Agreement shall not be construed as a waiver of any rights nor affect the validity of the Agreement nor prejudice the Resort as regards subsequent action. The conditions stated in the Kerzner Net Rate Partner Agreement apply.

GUARANTEE AND PRE-PAYMENT TERMS AND CONDITIONS

HIGH AND LOW SEASON	<ul style="list-style-type: none"> • 25% deposit of total room charges is required 7 days from booking. • Full and final payment is required no later than 60 days prior to arrival.
FESTIVE SEASON	<ul style="list-style-type: none"> • 25% non-refundable deposit of total room charges is required 7 days from booking. • Full and final payment is required no later than 90 days prior to arrival.

CANCELLATION TERMS AND CONDITIONS

HIGH AND LOW SEASON	<ul style="list-style-type: none"> • 60 – 31 days prior to arrival: 50% Cancellation fee • 30 days or less prior to arrival: 100% Cancellation fee
FESTIVE SEASON	<ul style="list-style-type: none"> • 90 days or less prior to arrival, will incur a fee of 100% of total room charges. • Reservations made within 90 days of arrival will incur a fee of 100% of the total room charges.

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AMENDMENT TERMS AND CONDITIONS	
HIGH AND LOW SEASON	<ul style="list-style-type: none"> • Amendment within 30 days prior to arrival: <ul style="list-style-type: none"> ○ All reservations are entitled to one change of date, utilising prepaid amount. ○ Difference must be paid should the room rate for the new booking be higher than the original room rate. Should the new room rate be lower than the original booking, any difference in value is forfeited. ○ New booking must be for stay within 6 months of the original arrival date or amount prepaid is forfeited. ○ Prepayment amount is forfeited if new booking is cancelled, regardless of when the cancellation is advised.
FESTIVE SEASON	<ul style="list-style-type: none"> • All reservations are entitled to one change of date, utilising prepaid amount. • Prior to 90 days from arrival date - no amendment fee will apply. • Within 90 days prior to arrival - amendment fee will be 100% of the difference between the room categories.

BANK DETAILS			
ACCOUNT NAME	Nyungwe Lodge Rwanda Ltd	BANK NAME	Bank of Kigali
ACCOUNT NO	00040-00041-07726601-89	ADDRESS	Kacyiru- Kigali Rwanda
SWIFT CODE	BKIGRWRW		
BRANCH NUMBER	00041		

These Net Tour Operator rates, terms and conditions are valid for 30 days from the date of this issuance and is required to be electronically signed on each page and submitted accordingly. Alternatively, a signed copy must be scanned and returned via email within 30 days.

A manually or electronically signed copy of the Agreement delivered by email shall be deemed to have the same legal effect as delivery of an original signed copy of the Agreement.