



# MANTIS EPIC HOTEL & SUITES

## RACK RATE SHEET

### 2024-2025

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NYAGATARE | RWANDA



	1 APRIL 2024—31 MARCH 2025	
	SINGLE	PER ROOM
STANDARD ROOM (34)	170	195
SUPERIOR ROOM (24)	190	215
FAMILY ROOM (7)	235	260
STANDARD SUITE (1)	245	270
SUPERIOR SUITE (1)	285	310
EXECUTIVE SUITE (9)	430	455
PRESIDENTIAL SUITE (1)	1 975	2 000

## TERMS & CONDITIONS

### Rates are:

- Quoted in US dollar (\$).
- Quoted per room per night, based on a maximum of two adults per room, or on a single basis.
- Inclusive of accommodation, breakfast, all levies, and 18% VAT. Additional charges to be settled direct.
- Subject to room and rate availability, and subject to change without prior notice.

### Child Policy:

- This policy applies to all children from 0 up to and including 11 years old.
- Children 0 to 3 are accommodated on a complimentary basis when sharing with 2 adults.
- Children 4 to 11 years (sharing room with adults) are accommodated complimentary, and will only be charged for their meals.
- A maximum of 1 child can be accommodated with 2 adults in standard rooms.
- A maximum of 2 children can be accommodated with 2 adults in all other room types.
- Children from 12 years and older are considered as adults and will therefore require their own room at the applicable rates.
- Children not sharing with adults (occupying their own room) will be charged at the normal room rate.
- Children of all ages are welcome, however children between 0 and 12 must be in the company of and supervised by an adult at all times.

### Bookings and Payment policy:

- All bookings made with EPIC Hotel & Suites will be regarded confirmed unless otherwise requested at the time of booking.
- Any discrepancies on the confirmation or invoice must be addressed with reservations within 7 days from issue.
- Provisional bookings are subject to availability; i.e.: should we have limited rooms available, only confirmed bookings will be accepted.
- Bookings made less than 30 days prior to arrival will be held for a maximum of 48 hours.
- Bookings made 30 - 90 days prior to arrival will be held for a maximum of 7 working days.
- Bookings made more than 90 days prior to arrival will be held for a maximum of 14 working days.
- 50% deposit payment is required at time of booking.
- Full pre-payment is required 30 days prior to arrival.

### Group / Tour Series: Bookings and Payment policy:

- This policy applies to bookings of ten (10) or more adults.
- A 10% non-refundable deposit may be requested at time of booking in order to secure rooms, dependent on season.
- Provisional reservations made more than 60 days prior to arrival will be held for a maximum of 14 working days, thereafter it will automatically be released.
- Full pre-payment (100%), final rooming lists and requirements to be received 30 days prior to arrival.
- Reservations made less than 30 days prior to arrival will require full pre-payment at time of booking.

### Cancellations:

- Only written cancellations will be accepted. Ensure to receive an acknowledgment of cancellations from reservations.
- 25% of fee if cancelled less than 60 days prior to arrival.
- 50% of fee if cancelled less than 45 days prior to arrival.
- 100% of fee if cancelled less than 30 days prior to arrival.

### Group / Tour Series Cancellations:

- 50% of fee if cancelled less than 90 days prior to arrival.
- 100% of fee if cancelled less than 60 days prior to arrival.

### Waiver:

- EPIC Hotel & Suites reserves the right to release bookings should payment not be received by the requested date.
- EPIC Hotel & Suites reserves the right amend all rates without prior notice
- EPIC Hotel & Suites retains the right to admit or remove any guests whose behaviour impacts negatively on the hotel property, other guests and / or staff.