

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

ONE&ONLY GORILLA'S NEST		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
Forest Lodge King Room (10 Rooms @ 53m <sup>2</sup> )	Single Occupancy	\$ 3 150	\$4 800	\$4 800
	Double Occupancy	\$ 4 200	\$ 6 500	\$ 6 500
Two-Bedroom Forest Lodge (4 suites @ 59m <sup>2</sup> )	Single/Double Occupancy	\$ 4 750	\$ 7 100	\$ 7 100
	Third Adult Supplement	\$ 3 250	\$ 3 250	\$ 3 250
Virunga Suite (5 suites @ 96m <sup>2</sup> )	Single/Double Occupancy	\$ 6 300	\$ 9 400	\$ 9 400
Ingagi Suite (1 suite @ 251m <sup>2</sup> )	Single/Double Occupancy	\$ 13 600	\$22 000	\$22 000
Silverback Suite (1 suite @ 251m <sup>2</sup> )	Single/Double Occupancy	\$ 15 800	\$ 24 000	\$ 24 000

**RESORT INCLUSIONS**

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

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**RESORT INCLUSIONS**

**ADDITIONAL SUITE STAY VALUE ADDS – VIRUNGA SUITE**

- All the room inclusions.
- Personal pantry with a selection of 5 homemade snack jars.
- In-room wellness station - yoga mat, yoga blocks, yoga bands, exercise balls.
- Personalised in-room check-in.
- Meet & greet by Resort Manager.
- Fresh flowers throughout the suite.
- Selection of gin, whiskey, and red and white wine in the suite.
- One&Only Coffee Box departure gift.

**RESORT INCLUSIONS**

**ADDITIONAL SIGNATURE SUITE STAY VALUE ADDS –INGAGI & SILVERBACK SUITES**

- All the room and suite inclusions.
- Complimentary return transfers from Kigali.
- Preferred seating times at all resort restaurants.
- Private Chef available for lunch and dinner in the suite daily.
- Exclusivity of Jack Hanna for private dinner or lunch (*needs to be booked 24 hours in advance*).
- A private tour, including transfers, of our community partnership Handspun Hope (*needs to be booked 24 hours in advance*).
- Private guided tour of The Ellen DeGeneres Campus of the Dian Fossey Gorilla Fund (*needs to be booked 24 hours in advance*).

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<b>EXTRA GUEST AND CHILD SUPPLEMENT</b>			
	<b>LOW</b>	<b>HIGH</b>	<b>FESTIVE</b>
	<b>01 Nov 2023 – 23 Dec 2023 06 Jan 2024 – 31 May 2024</b>	<b>01 Jun 2023 – 31 Oct 2023</b>	<b>24 Dec 2023 – 05 Jan 2024</b>
<b>EXTRA GUEST</b>	<b>US\$</b>	<b>US\$</b>	<b>US\$</b>
<b>Additional Adult</b> 12 years and above	Third Adult Supplement	Third Adult Supplement	Third Adult Supplement
<b>Child</b> 10 – 11 years	50% of the full adult rate	50% of the full adult rate	50% of the full adult rate

<b>CHILD AND EXTRA GUEST SHARING POLICY</b>
<ul style="list-style-type: none"> <li>• One&amp;Only Gorilla's Nest has a minimum age restriction of 10 years.</li> <li>• Children aged 10 - 11 years sharing a room with an adult on existing bedding will be charged an additional child supplement.</li> <li>• Children aged 12 years and older are considered adults and will require their own room at the applicable adult rates.</li> <li>• A third adult may only be booked into a Two Bedroom Forest Lodge.</li> <li>• Third Adult supplement is applicable in a Two Bedroom Forest Lodge.</li> <li>• No rollaway beds are available.</li> </ul>

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<b>TRANSFER INFORMATION</b>		
<b>TRANSFER TYPE</b>	<b>RATE</b>	<b>CONDITIONS</b>
Luxury SUV Kigali to/from One&Only Gorilla's Nest (up to 3 hours)	US\$ 450	<ul style="list-style-type: none"> <li>Up to 3 persons</li> <li>six6 pieces of luggage in boot</li> <li>Rates are per vehicle per way</li> </ul>
Luxury SUV One&Only Gorilla's Nest to/from One&Only Nyungwe House (up to 5 hours)	US\$ 350	<ul style="list-style-type: none"> <li>Up to 3 persons</li> <li>six6 pieces of luggage in boot</li> <li>Rates are per vehicle per way</li> </ul>
Luxury SUV One&Only Gorilla's Nest to the park for activities (30 minutes)	US\$ 450	<ul style="list-style-type: none"> <li>Up to 3 persons</li> <li>six6 pieces of luggage in boot</li> <li>Rates are per vehicle full day exclusive use</li> </ul>

<b>ROOM OCCUPANCY</b>		
<b>ROOM CATEGORY</b>	<b>BEDDING CONFIGURATION</b>	<b>MAXIMUM PERMITTED OCCUPANCY</b>
Forest Lodge King Room	1 x King Bed	2 Adults or 1 Adult & 1 Child
Two-Bedroom Forest Lodge	2 x King Beds (1 x King Bed can be split into singles)	3 Adults or 1 Adult and three children under the age of 12 years or 2 Adults and two children under the age of 12 years
Virunga Lodge	1 x King Bed	2 Adults or 1 Adult & 1 Child (beds cannot split)
Ingagi Lodge	1 x King Bed	2 Adults or 1 Adult & 1 Child (beds cannot split)
Silverback Lodge	1 x King Bed	2 Adults or 1 Adult & 1 Child (beds cannot split)

<b>MINIMUM LENGTH OF STAY</b>		
<b>LOW</b>	<b>HIGH</b>	<b>FESTIVE</b>
No Minimum Length of Stay during the period	No Minimum Length of Stay during the period	No Minimum Length of Stay during the period

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<b>SELL &amp; REPORT RELEASE POLICY</b>			
	<b>LOW SEASON</b>	<b>HIGH SEASON</b>	<b>FESTIVE SEASON</b>
<b>ACCOMMODATION CATEGORY</b>	<b>01 Nov 2023 – 23 Dec 2023 06 Jan 2024 – 31 May 2024</b>	<b>01 Jun 2023 – 31 Oct 2023</b>	<b>24 Dec 2023 – 05 Jan 2024</b>
<b>Forest Lodge King Room</b>	45 days	60 days	On Request
<b>Two-Bedroom Forest Lodge</b>	45 days	60 days	On Request
<b>Virunga Lodge</b>	45 days	60 days	On Request
<b>Ingagi Lodge</b>	On Request	On Request	On Request
<b>Silverback Lodge</b>	On Request	On Request	On Request
<b>RELEASE DATES</b>	<b>45 days</b>	<b>60 days</b>	<b>On Request</b>

<b>SELL &amp; REPORT AND STOP SELL POLICY</b>
<p><b>FREE SALE</b></p> <ul style="list-style-type: none"> <li>Free sale reservations must be reported to the reservations department within twenty-four hours (24) hours / one (1) Working Day and before the applicable Cut-Off Date. Reservations reported before the Cut-Off Date may be considered confirmed upon receipt of a Resort Confirmation.</li> <li>The free sale facility is subject to closed-out dates/stop sale, as detailed in the Inventory Availability Report.</li> <li>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.</li> <li>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.</li> <li>Rooms may be sold within the Cut-Off Date, provided the date is shown as available per the Inventory Availability Report.</li> <li>All reservations, amendments, and cancellations must be reported to the Resort within twenty-four (24) hours by e-mail to <a href="mailto:reservations@oneandonlygorillasnest.com">reservations@oneandonlygorillasnest.com</a>.</li> <li>Should the need arise for the Resort to close any date at any time before the applicable Cut-Off Date, the 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.</li> </ul>

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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 the terms and conditions of 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 the company or by personal cheque, please ensure that a minimum of 14 additional days is allowed for payment to clear before 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 only valid for FIT (individual travellers). 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) by email: [reservations@oneandonlygorillasnest.com](mailto:reservations@oneandonlygorillasnest.com)
- **CHECK-IN/CHECK-OUT:** Check-in time for all guests is 2:00 PM local time. Check-out time is 11:00 AM local time
- **EARLY ARRIVALS:** For guaranteed early 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 the One&Only Gorilla's Nest using contact details: Telephone: +250221011111 Email: [reservations@oneandonlygorillasnest.com](mailto:reservations@oneandonlygorillasnest.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.

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- **CANCELLATION:** One&Only Gorilla's Nest reserves the right not to provide exemptions from its cancellation policy for medical matters, inclement weather, or any other unforeseen circumstances.
- **REFUND POLICY:** If a booking deposit must be refunded, please note that any credit card surcharge is unable to be refunded.
- **ACTIVITY INFORMATION:** Certain on-site activities offered may be cancelled without prior notice should it be deemed that prevailing climatic or other conditions 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 property damage caused directly or indirectly because 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, purchasing adequate travel insurance is recommended before confirming a reservation and accepting the terms and conditions of the One&Only Gorilla's Nest cancellation policy.
- Failure to comply with any guaranteed requirements by the due date will automatically release 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 any alterations are not confirmed in writing and countersigned by both parties.
- **VALIDITY:** The Resort reserves the right to terminate this Agreement at any time if the company fails to comply with the terms of this Agreement. Failure by the Resort to enforce any of the provisions of this Agreement at any time shall not be construed as a waiver of any rights nor affect the validity of the Agreement nor prejudice the Resort regarding subsequent action. The conditions stated in the Kerzner Net Rate Partner Agreement apply.

**GUARANTEE AND PRE-PAYMENT TERMS AND CONDITIONS**

<b>HIGH AND LOW SEASON</b>	<ul style="list-style-type: none"> <li>• Bookings will be held on a provisional basis for seven days.</li> <li>• Full and final payment is required no later than 60 days before arrival.</li> <li>• 25% non-refundable deposit of total room charges is required seven days from booking.</li> </ul>
<b>FESTIVE SEASON</b>	<ul style="list-style-type: none"> <li>• 25% non-refundable deposit of total room charges is required seven days from booking.</li> <li>• Full and final payment is required no later than 90 days before arrival.</li> </ul>

**CANCELLATION TERMS AND CONDITIONS**

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

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<b>AMENDMENT TERMS AND CONDITIONS</b>	
<b>HIGH AND LOW SEASON</b>	<ul style="list-style-type: none"> <li>• Amendment within 30 days before arrival:               <ul style="list-style-type: none"> <li>○ All reservations are entitled to one date change, utilising prepaid amount.</li> <li>○ 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.</li> <li>○ New booking must be for stay within six months of the original arrival date, or the amount prepaid is forfeited.</li> <li>○ Prepayment amount is forfeited if new booking is cancelled, regardless of when the cancellation is advised.</li> </ul> </li> </ul>
<b>FESTIVE SEASON</b>	<ul style="list-style-type: none"> <li>• All reservations are entitled to one date change, utilising prepaid amount.</li> <li>• Before to 90 days from the arrival date - no amendment fee will apply.</li> <li>• Within 90 days before arrival – the amendment fee will be 100% of the difference between the room categories.</li> </ul>

<b>BANK DETAILS</b>			
<b>ACCOUNT NAME</b>	Gorilla Nest Lodge & Golf Resort Ltd	<b>BANK NAME</b>	Bank of Kigali
<b>ACCOUNT NO</b>	00041-07726595-83	<b>ADDRESS</b>	Kacyiru- Kigali Rwanda
<b>SWIFT CODE</b>	BKIGRWRW		
<b>BRANCH NUMBER</b>	00041		

**These rates, terms and conditions are valid for 30 days from this issuance date and must 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 or other electronic transmissions shall be deemed to have the same legal effect as delivery of an original signed copy of the Agreement.**