



Booking Terms & Conditions 2022-2023

Booking confirmation and payment

Onsea House Tanzania Ltd accepts provisional bookings through email on reservations@onseahouse.com

Booking confirmations only after email confirmation on reservations@onseahouse.com .

No deposit required at the time of booking confirmation

Full payment should be done 30 days prior to guest arrival, unless otherwise agreed

For bookings within 30 days prior to arrival, 100% payment should be made within 5 days or the booking will be cancelled.

If agreed in advance, payments of reservations can be combined and settled once a month with remittance advise

Onsea House Tanzania Ltd reserves the right to refuse bookings at its discretion

Cancellation policy

From confirmation to 61 days prior to arrival, you can cancel without cancellation fees

From 60 to 31 days prior to arrival, 30% cancellation fees are charged*

From 30 to 3 days prior to arrival, 75% cancellation fees are charged*

*unless Covid-19 related travel restrictions in place at time of travel: postponement allowed until end 2023.

No refund is made in case of cancellation within 3 days of arrival or in case of non-arrival without cancellation.

Provisional Bookings / Block Bookings

All provisional Bookings need to be confirmed or cancelled ASAP.

Due to the size and nature of Onsea House and Machweo, we strongly refrain block bookings.

Method of payment

Payments can be done in cash, by US\$ cheque or directly to the Onsea House Tanzania Ltd account by bank transfer

* Cheques should be made payable to: Onsea House Tanzania Ltd

Transfers should be made to: Exim Bank Ltd - Arusha Branch
Account name: Onsea House Tanzania Ltd
Account number: 0260000414
Swift Address: EXTNTZTZ
A/C Description: US\$ current account

Scan of bank slip as proof of payment to be ALWAYS send by email to reservations@onseahouse.com

All payments should be made free of bank charges: all local and international bankcharges need to be paid by Agent

Credit facilities

Tour operators wishing to have credit accounts should apply in writing or by email

Currency

All prices are quoted in US\$ and all payments must be made in US\$ or other currencies by arrangement

Disputes

Any disputes about reservations or payments or complaints about quality of service should be made in writing to Onsea House Tanzania Ltd within 7 days or will be deemed to have not occurred, with no compromise made to outstanding monies

Changes in rates

Onsea House Tanzania Ltd reserves the right to change the prices and terms at any time

Further information

Onsea House Tanzania Ltd, TIN 104-741-711, VRN 40-000660-D

For further information, please contact:

reservations: reservations@onseahouse.com

general inquiries only: info@onseahouse.com

marketing & sales only: dirk@onseahouse.com