



# **BIG SKIES LODGES**

Booking Terms & Conditions

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[WWW.BIGSKIES.TRAVEL](http://WWW.BIGSKIES.TRAVEL)



## GENERAL INFORMATION

- Check-in time is 12h00. Check-out time is 10h00.
- Please ensure that you are aware of our booking conditions. Taking this journey with us implies your acceptance of these conditions;
- Prior to confirming the booking, each guest is strongly recommended to take out comprehensive travel, medical, cancellation, curtailment and default insurance for the duration of their trip;
- Due to the remote area in which we operate, it is vital that all guests are covered for emergencies and other unforeseen circumstances. We will not be held responsible for any guest travelling without insurance;
- The relevant cancellation policy applies should the guest fail to join or start their journey for any reason, including airline delays or missed connections. Please ensure adequate travel insurance is in place for any such eventuality;
- The lodge is situated in a low-risk malaria area. Please consult a medical practitioner, pharmacist or travel clinic to establish what precautions will be required.
- 4x4 vehicles are required to access the camp and to travel between the camp and the beach – if guests do not have a 4x4 vehicle, they can park at our secure parking lot in Manguzi and we will then arrange return transfers to the lodge at an additional cost.

## INCLUDED IN THE NIGHTLY RATE:

- All accommodations on a shared basis;
- Services of the camp/lodge guides and staff;\*
- The applicable Tourism Levies and all relevant Value Added Tax (VAT);
- All meals are included in your stay. We serve primarily vegetarian food (sourced from our own gardens as well as local producers). Twice a week we include freshly-caught fish from the world's oldest continuously used sustainable fish traps at Kosi Bay, and on our guided community visits guests are also able to enjoy traditional shisa nyama (fire-roasted meat like beef or goat) at a local informal eatery. \*
- Alcoholic beverages with the exception of selected wines, champagnes and all cocktails (all drinks to be purchased in camp only). \*
- All scheduled camp excursions, excluding the turtle activities. Excursions are scheduled in camp and are weather permitting. \*
- Park fees, vehicle entrance fees and portorage.

## EXCLUDED FROM THE NIGHTLY RATE:

- Comprehensive travel and medical insurance;
- Staff gratuities;
- Any new Government Taxes, levies, fuel or industry increases which are beyond our control.
- Any non-scheduled activities as well as turtle excursions.
- All scheduled and private transfers between Big Skies parking lot and all Big Skies lodges.\*
- Any spa treatments.

**Please see below our deposit, payment, and cancellation policy (a 20% non-refundable deposit is required to secure a booking, with the balance of payment required 8 weeks prior to travel. If a booking is made within 8 weeks of travel, full payment is required to secure the reservation).**

**\*EXCLUDES RESEARCH WHICH IS SELF-CATERING.**

## DEPOSIT & PAYMENT POLICY

- Once a booking has been confirmed to us in writing and upon receipt of the non-refundable deposit by Big Skies, we will change the booking's status from "provisional" to "confirmed. The standard amount is 20% of the total travel arrangement costs, however, this amount can vary depending on certain terms and conditions or party size. Please note that no booking can be deemed as confirmed until Big Skies confirms receipt of the required amount.
- Please contact Big Skies for details and please DO NOT confirm a booking unless you have this non-refundable deposit in hand, as you will become liable for cancellation fees if the booking does not materialise.

NOTE THAT IT IS REQUIRED THAT THIS DEPOSIT BE PAID OVER TO BIG SKIES WITHIN SEVEN DAYS OF RECEIPT OF THE DEPOSIT PRO-FORMA INVOICE. IN THE CASE OF SHORT LEAD TIME BOOKINGS, THE DUE DATE FOR THIS DEPOSIT WILL BE REFLECTED ACCORDINGLY ON SAID INVOICE.

Full payment is due eight weeks prior to arrival date, after which our cancellation fees escalate in accordance with our cancellation policy.

## CANCELLATION POLICY

- Cancellation fees are levied when guests cancel confirmed reservations. The costs of the cancellation fees will escalate the closer the guest/s cancels to their confirmed departure date. Our penalties are tiered as follows:
- Should a cancellation be made more than 8 weeks before departure, the non-refundable deposit of 20% is forfeited.
- Should a cancellation be made between 4 weeks and 8 weeks, the deposit plus 25% of the price is forfeited.
- Should a guest cancel between 3 and 4 weeks prior to departure, 50% of the price is forfeited.
- Should a guest cancel between 2 and 3 weeks prior to departure, 60% of the price is forfeited.
- Should a guest cancel less than 2 weeks prior to departure, 100% of the price is forfeited.

Where a deposit has been paid and the reservation is subsequently cancelled by Big Skies due to a failure to pay the balance outstanding, the deposit paid will be forfeited to Big Skies. In the event that you cancel a reservation for any reason, such cancellation must be made in writing, or via any web-enabled booking system to Big Skies (if the reservation was made online) and will only be effective upon written acknowledgement by Big Skies of the receipt of the notification of cancellation. In such instance, you as the agent are essentially liable for the cancellation charges. Should a guest fail to arrive, or any cancellations are made after the departure date, Big Skies will be entitled to treat the reservation as cancelled without giving notice and 100% of the tour price as a cancellation fee will apply (including repatriation and any administrative fees incurred by Big Skies as a result of such cancellation, including but not limited to cancellations due to ill health or injury).

## **BIG SKIES INDEMNITY**

Big Skies hereby indemnifies the Guest in respect of actual damages suffered by the Guest where the direct and substantial cause thereof was the gross negligence or wilful misconduct of Big Skies. Except for the abovementioned indemnity, Big Skies will not be liable to the Guest in respect of any damages, losses or liabilities incurred by the Guest arising from or in connection with any Tours or Services. Notwithstanding anything else contained in this Agreement, Big Skies shall not be liable for punitive damages, indirect damages, consequential damages, loss of profits, third party claims or any claims imposed on the Guest by laws or statutes of countries outside of South Africa.

Big Skies shall not be liable for any damages, losses or other amounts that the Guest has agreed, settled or compromised without the prior written consent of the Big Skies, or which the Guest is otherwise contractually bound to pay to any other person or entity. Big Skies will not be liable or responsible to the Guest for any direct or indirect damages or losses of any nature whatsoever, including those arising from any personal injury or death or loss of or damage to any property (irrespective of the cause of such injury, death, loss or damage).