

Terms and Conditions 2019

1. **Changes to Rates:** We reserve the right to amend rates but will honor any confirmed bookings at existing agreed rates. (Confirmed booking definition: the property has received payment or is holding a valid voucher).
2. **Check in Check out:** Check-in 12:00hrs. Check-out 10:00hrs.
3. **Tourism Levy:** All Rates quoted are inclusive of Government Tourism Levy (currently at 2% in Zimbabwe).
4. **Value Added Tax VAT:** "At the time of publishing these rates, Statutory Instrument 10 of 2015 in regard to VAT on Foreign Accommodation has been gazette, effective date 16 January 2015. Therefore these rates include 15% VAT on accommodation. Should VAT regulations change for whatever reason we reserve the right to amend our rates accordingly.
5. **Private Vehicle Hire:** Private Vehicle Hire is \$400 per night and is non-commissionable.
6. **Single Supplement Policy:** Green and Mid Season offer one free single supplement per booking. High season – 25% surcharge on the adult sharing rate.
7. **Medical & Travel Insurance:** Changa's Guests are covered by SATIB24 Crisis Call (more information available on request). It is the client's responsibility to ensure they have comprehensive medical insurance for the duration of their stay and full 'Trip Cancellation Insurance' is bought at the time of confirmation. Cancellation Fees will be applied.
8. **Payment Method:** Direct bank transfer is our preferred method of payment and must be paid in the currency as invoiced into relevant Rand (ZAR) / United States Dollar (USD) accounts as stated on the invoice/statement. All incoming payments should be gross and bank charges are for the payee's account.
9. **FIT Individual Traveler:** Reservations comprising of 1 - 9 paying guests per night.
10. **FIT Cancellation Policy:** Prior to date of arrival: More than 60 days = no charge. 59–30 days = 50%. 29-14 = 75%. Less than 13 days = 100%. The above percentages are based on the total value of the individual reservation as booked. During the PEAK months of July, August, September, October we reserve the right to charge FULL payment on any bookings cancelled 21 days prior to arrival.
11. **FIT Payment Policy:** A minimum deposit payment of 25% is required in order to secure/confirm a booking. Full pre-payment is required 30 days prior to the date of arrival. On bookings made less than 30 days prior to arrival date full payment within 72 hours is required. In the case of tour operators who have authorized credit arrangements with us a valid voucher is required 30 days prior to arrival date to secure/confirm the reservation.
12. **Group Traveler:** Reservations comprising of 10 or more paying guests per night.
13. **Group Deposit:** A non refundable deposit equal to 25% of the total value of the booking (or voucher to this amount) is required to secure/confirm a group booking.
14. **Group Booking:** Group bookings will only be held on a provisional basis as follows; 91 days or more prior to arrival - provisional booking held 21 days. Between 90 and 61 days prior to arrival – provisional booking held 14 days. Less than 60 days prior to arrival – provisional booking held 7 days.
15. **Group Concession (does not apply to Tour Series and Special Contracted Rates):** Complimentary concession will be made to the agent/operator as follows: For every 10 or more paying guests – Tour leader stays Free. Minimum 2 night stay.
16. **Group Cancellation Policy:** Prior to date of arrival: More than 90 days = 20%. 89 = 60 days = 50%. 59 -30 days = 75%. Less than 30 days = 100%. The above percentages are based on the total value of the group reservation as booked.
17. **Group Payment Policy:** A minimum deposit payment of 25% is required in order to secure/confirm a booking.
18. **Tour Series:** All terms and conditions are separately negotiated.
19. **Children's Policy:** Children of all ages are welcome at Changa. 0-2 years of age are free of charge. 3-12 years of age pay the child rate. Above 12 years of age pay the adult rate. NB: Children are the responsibility of their parents/guardians. Pools are not fenced or manned by staff.
20. **Day Rooms:** NIL
21. **Tour Leaders/Private Guides/Interpreters/Pilot (Does not apply to Tour Series or Groups):** 4 - 9 guests - Tour Leader pays 50% of per person sharing rate; 10 or more paying guests - Tour Leader stays free. Professional Guide/Pilot - \$100 per person per night, in guide accommodation.
22. **Force Majeure:** The company shall not be obliged to perform any obligation under the Contract if such performance is rendered impossible, substantially more difficult or delayed as a result of Acts, Orders or Regulations issued by Central or Local Government, industrial disputes (whether official or unofficial), war, riots, hostilities, flood, fire, accident, act of God, epidemic, failure or shortage of supplies or from any other cause, event or occurrence which the Company is either unable to prevent having due regard to its interests. The Company shall not be liable for any loss, damage, cost or delay arising from or as a result of such non-performance. The onus is on the operator to ensure that their clients are in possession of adequate travel insurance.

Contact Details:

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