



GENERAL TERMS & CONDITIONS:

DEPOSITS AND SETTLEMENT:

To secure your booking, a 50% deposit is required within one week of confirming the reservation. Should the deposit not be received one week after confirmation documents have been received, the booking will automatically be cancelled.

The remaining account must be settled in full prior to your arrival at Pezulu Tree House Lodge. We accept credit cards (Visa and Master Card), EFT and cash.

CHECK-IN TIMES

Check in time is from 14h00.

Check out time is before 10h00.

Should a guest need to arrive earlier or check out later please arrange with the office in advance.

CANCELLATION POLICY

Should a booking be cancelled a percentage fee will be retained as follows:

- 100% of TOTAL booking if cancelled 14 days before arrival.
- 100% of Deposit if cancelled 30 days before arrival.
- 75% of Deposit if cancelled 45 days before arrival.
- 50% of Deposit if cancelled 60 days before arrival.
- 25% of Deposit if cancelled 120 days before arrival.
- 10% admin fee chargeable on refunds.

PROVISIONAL BOOKINGS

- Provisional bookings are held for 10 working days ONLY.
- Once a provisional booking status has changed to confirmed, a 50% deposit is required to confirm the booking.
- While due diligence is practiced at the lodge to communicate that provisional bookings are about to lapse, the onus is on the consultants to check the status of their bookings timeously to avoid disappointment.
- All telephonic bookings MUST be put in writing – no responsibility will be taken by the lodge for telephonic bookings NOT confirmed in writing.

Room rates are quoted

- Per person per night
- Subject to availability
- Subject to change
- Children 0 – 2 free of charge

Room rates include

- Unique treehouse accommodation
- Daily housekeeping
- Tea & coffee in the rooms
- English breakfast
- Dinner in boma with open log fire (weather permitting)
- WiFi in main building
- 15% VAT

Room rates exclude

- Lunch
- Telephone calls
- Shop purchases
- Personal laundry
- Bar account
- Entrance fee to reserve (once off on entry)
- Staff tips
- Transfers
- Activities (rates subject to change)

Errors and Omissions Excepted

**We have a wide variety of experiences to suite
your adventurous spirit.**

Transfers available on request.

Bookings on request through Pezulu Office.



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