

## **KUDU LODGE/CAMP- KARATU**

### **BOOKING CONDITIONS**

**1) SALES STATUS & ALLOTMENT-**To submit the position to the LODGE within:

45-days during peak & High season      7-days during Low season

Exact take-up of allotment along with the rooming list must be with the LODGE Reservations Office 30 days prior to arrival. Upon acceptance of the rooming list, all rooms requested are considered guaranteed and **payments must be done.**

**2) CANCELATION AND NO SHOW-**Reservations that are canceled, reduced in length of stay or reduced in numbers of occupants (herein after collectively called a **CANCELLATION**) are subject to cancellation and No Show fees at the discretion of KUDU under the following term:

When the cancellation is less than thirty (30) days but greater than fifteen (15) days from noon of the date of first arrival of the specific booking, the fee shall be fifty percent (50%) of the applicable contract rate.

When the CANCELATION is fifteen (15) days from noon of the date of first arrival or less of the specific booking, or should guests fail to arrive (No Show) the fee shall be 100% of the applicable Contract rate.

**3)PAYMENTS-**Unless the Agent has a special agreement with KUDU LODGE, the agent is required to make full payment prior to final confirmation of the reservation as per the sales status and allotments mentioned in paragraph 5.

#### **PAYMENTS METHOD.**

Payments are by cheque paid directly to KUDU LODGE account or by bank transfer. Please note, however any charges charged by the bank will be carried by agent and not by Kudu Lodge. Full payment as outlined on the invoice must be paid.

- Cheques should be made payable to: **KUDU CAMP/LODGE-KARATU**

- Transfers should be made to: **NBC BANK-KARATU BRANCH**
- Account number: **045 105 000 087**
- Swift code: **NLCBTZTX**

4.1) **CREDIT FACILITIES**-If the agent meets the credit requirements of Kudu Lodge, then will be extended credit facilities. In that case, the Agent will be allowed to reserve space without the need of deposits. If credit is extended, payment will be due thirty days from the date of invoice. All other terms and conditions remain in effect. Invoice shall be raised in the nominated currency weekly, monthly or at the client's stay. On any account where details of payment have not been specified, payment will be applied to the oldest invoice.

4.2) **DISPUTES**-Any dispute regarding an invoice ,reservations, payments or complaints about quality of service should be made in writing to Kudu Lodge within 7 days or will be deemed to have not occurred, with no compromise made to outstanding monies.

4.3) **DEFAULT**-Default of undisputed payments may result in the Agent, clients being refused admittance to the Lodge until payment is made. Rates quoted on the contracts are subject to the schedule of payments being maintained. If delays occur the term are subject to change and may lead to the withdrawal of credit.

4.4) **RETURNED CHEQUES**-Should the bank for any reason return a cheque issued by the agent, the Agent shall replace the cheque within seventy-two(72) hours with certified funds. Additionally, the Agent shall pay a Returned Cheque Fee of five percent (5%) if the cheque is returned because there were not sufficient funds in the Agents bank account.

4.5) **COLLECTION FEES**-The Agent agrees to pay any and all fees, court costs and other expenses incurred by KUDU LODGE in the collection of unpaid invoices and/returned cheques.

4.6) **PAYMENT CURRENCY**-Payments must be made in the nominated currency stated on the tariff sheet.

4.8) **GOVERNMENT TAXES**-Should the government increase taxes or institute new taxes, KUDU LODGE reserves the right to re-negotiate the rates with Agents accordingly.

**5) ARRIVAL AND CHECKOUT TIME**-Rooms are available for new arrival from 11:00AM on the schedule arrival date. Rooms should be vacated by 10:00 Am on the scheduled departure date. Special consideration may be made for extended departure time subject to anticipated arrivals.

**6) CHILDREN/YOUNG ADULTS-**

Children ages 0 to 4-Free of charge

Children ages 5 to 6yrs are charged 50% off adult's price

Children ages 7 to 12yrs are charged 15% off adult's price

Children rates apply only if the children are sharing with either one or two adults

If owned room is required 75% of the adult room rate is charged.

**7) TOUR LEADERS RATE**-Bona fide tour escorts /Tour leaders will be able to stay in a room for \$50 only per tour leader on full board basis and \$37 on half board .

**8) DAY ROOM**-Day rooms allowing a check out time of 3:00PM may be arranged at 75% of the contract rate.

**GENERAL TERMS AND CONDITIONS**

High season: 1<sup>st</sup> January to 31<sup>st</sup> March and 1<sup>st</sup> June to 30<sup>th</sup> January.

Low season: 1<sup>st</sup> April to 30<sup>th</sup> May

All rates quoted are on a per room basis unless otherwise stated, and are inclusive of the relevant taxes, levies and service charge. These rates may change without prior notice though rates quoted for confirmed booking will be honored.

Where rates are affected by changes in Government taxes, we reserve the right to pass on such increases.

No credit can be given for meals not taken for pre-booked accommodation plans which include meal.

We regret that we cannot accept either personal cheque unless cleared in advance of arrival. We are pleased to accept the following cards: Visa and Master card but 6% surcharge applies.

### **Volume discount**

In case more than 30 clients are brought with **ONE** booking, ONE client will be free of charge .This only counts with one booking at a time and there will be a maximum of one client free of charge.

### **Booking, confirmation, payment.**

KUDU LODGE receive bookings through-e-mails, phone or fax

**Non payments for all confirmed bookings will result in KUDU letting the rooms to others.**

Kudu Lodge reserves the right to refuse bookings at its discretion.

### **CHILDREN BOOKING POLICY**

Kudu Lodge and Campsite welcomes children of all ages and offers a reduced rate of stay for children up to 12 years old. Full payment is due 30 days in advance of arrival. In the event of cancellation between 30-15 days before arrival, 50% of the invoiced amount will be refunded; for cancellations 14 days or less before arrival there is no refund (100% retained)