



## TERMS & CONDITIONS 2015

1.1	<p><b><u>DEFINITIONS</u></b></p> <ul style="list-style-type: none"> <li>- A 2% Zimbabwe Tourism Levy is included in the rate. Should other surcharges become operational, The Victoria Falls Hotel will duly communicate these to the agent. Service charge is not included in the rate.</li> <li>- 15 % VAT is included in our 2015 rates. Should at any time the government of Zimbabwe change this policy, the hotel reserves the right to change its rates.</li> <li>- The Victoria Falls Hotel publishes Rack Rates.</li> </ul>
1.2	<p><b><u>CHILDREN POLICY &amp; INTER-LEADING ROOMS</u></b></p> <p>Definitions:</p> <ul style="list-style-type: none"> <li>◆ Infants refers to guests under the age of 2 years</li> <li>◆ Children refers to guests aged 11 years and under</li> <li>◆ Adult children refers to guests aged 12-16 years</li> </ul> <ol style="list-style-type: none"> <li>i. Children rates are only applicable and subject to availability of inter-leading rooms. Should inter-leading rooms not be available, full adult rates apply.</li> <li>ii. Where a second room is occupied by adult children (guests of 12 years and above), normal single or twin rate will apply (standard or deluxe rate).</li> <li>iii. Where second room is occupied by a child, (2 - 11 years), 50% of twin sharing rate will be applicable on a bed and breakfast basis (standard or deluxe rate). <ul style="list-style-type: none"> <li>1 child: 50% of single room rate</li> <li>2 children: 50% of twin sharing rate per child</li> </ul> </li> </ol> <p>Cots can be provided for infants and placed in same room as adults.</p> <ol style="list-style-type: none"> <li>iv. Extra beds/mattresses for children <u>cannot</u> be placed in same room as parents. Inter-leading rooms to be booked by families, on a family room basis</li> <li>v. Meal rates as follows shall apply: <ul style="list-style-type: none"> <li>◆ Infants: free</li> <li>◆ Children: 50% of adult rate</li> </ul> </li> </ol>
1.3	<p><b><u>ROOMS FOR PHYSICALLY CHALLENGED PEOPLE</u></b></p> <p>We do have rooms on the ground floor with extra wide doors at main entrance and bathroom allowing wheelchair access.</p>

1.4	<b><u>DAY ROOMS</u></b>  These will be provided subject to availability.  The designation "Day Room" to apply for the time period 10.00hrs to 18.00hrs.  Day Room will be charged at 50% of the applicable rate.							
1.5	<b><u>DEPOSITS &amp; PAYMENT</u></b>  i) Bookings are only held on a tentative basis until a non-refundable deposit or voucher is received. To secure a booking a 10% non-refundable deposit or voucher is due within 30 days of booking. Full prepayment less deposit or voucher is due 30 days prior to arrival. ii) During peak season (Aug, September, October and 20 December – 10 January), a 20% non-refundable deposit or voucher is due within 30 days of booking. iii) For bookings made within 30 days of travel during peak season, a non-refundable deposit or voucher must be paid within 48 hours. iv) Full prepayment is due no later than 30 days prior to arrival. i) Payment is to be made in the quoted currency or if agreed upon by the hotel in another hard currency, at the official bank rate on the day of payment. All foreign currency transactions must be in line with Reserve Bank of Zimbabwe regulations. ii) In the event of disputed charges, the undisputed portion of the account remains payable on the due date. iii) Failure to, without prior notice to make payment on receipt of invoice will result in the reservation being automatically released.							
1.6	<b><u>CANCELLATION POLICY – INDIVIDUAL ROOM BOOKINGS</u></b>  Any Room cancellations will be subject to the following policy: <table><tr><td><u>No. of Days Prior to Arrival</u></td><td></td></tr><tr><td>45 - 30 Days</td><td>50% of the value of the rooms cancelled</td></tr><tr><td>29 - 0 Days</td><td>100% of the value of the rooms cancelled</td></tr></table>		<u>No. of Days Prior to Arrival</u>		45 - 30 Days	50% of the value of the rooms cancelled	29 - 0 Days	100% of the value of the rooms cancelled
<u>No. of Days Prior to Arrival</u>								
45 - 30 Days	50% of the value of the rooms cancelled							
29 - 0 Days	100% of the value of the rooms cancelled							
1.7	<b><u>DURATION</u></b>  These Terms & Conditions are valid from December 01, January to 31 December 2015.							
1.8	<b><u>BREACH</u></b>  Should <b><u>ANY</u></b> of these terms and conditions itemized above not be fully complied with, The Victoria Falls Hotel reserves the right to:  i) Cancel reservations ii) Withdraw Special Tour Operators rates iii) Withdraw any other special trading arrangements iv) Terminate the contract v) Take legal action as necessary							
1.9	<b><u>LEGALITY</u></b>  This agreement is non-assignable and shall be constructed and have effect according to the laws of Zimbabwe.							

2.0	<p data-bbox="240 184 560 214"><b><u>ADDITIONAL INFORMATION</u></b></p> <ul data-bbox="289 241 1474 493" style="list-style-type: none"><li data-bbox="289 241 1474 304">- Check in is from 14h00 onwards and Check out is at 10h00. Late check out and day rooms may be arranged with the Hotel. These may incur an additional charge.</li><li data-bbox="289 325 906 354">- The Hotel accepts, Visa, Master, Amex &amp; Diners card.</li><li data-bbox="289 378 1474 438">- US Dollars, British Pound, Euro, South African Rate and Botswana Pula are all accepted currencies within the Hotel.</li><li data-bbox="289 462 1036 491">- All rooms have 220Volts power and International multi plug points.</li></ul>
-----	--