



Terms & Conditions

Updated 01 September 2017

DIRECT GUESTS

1. Rates for Ghoha Hills Savuti Lodge / Nogatsaa Pans Chobe are quoted in United States Dollars and are NETT AND NON-COMMISSIONABLE.
2. Ghoha Hills / Nogatsaa Pans reserves the right to limit the number of rooms available on the contracted STO rate and therefore rooms are subject to availability of allocated rooms in this rate category.
3. Ghoha Hills / Nogatsaa Pans reserves the right to amend all tariffs should there be any change in VAT, statutory levy or taxes becoming payable after date of signatory.
4. Service charges are not included in the rates.
5. Travel Cancellation Insurance - Guests are obliged to take out adequate travel insurance as they will bear the sole and absolute responsibility thereof.
6. Medical Travel Insurance - It is compulsory for all guests staying at Ghoha Hills Savuti Lodge / Nogatsaa Pans Chobe to have full medical aid cover and medical evacuation cover. Guests to be advised that Ghoha Hills / Nogatsaa Pans is in a Malaria area and precautions are the responsibility of the guests.

Reservations:

All reservations, amendments and cancellations for guests to be made with Ghoha Hills Reservation office on reservations@ghohahills.com

Child Policy:

- 0 - 4 years Unfortunatly are not permitted at the lodge.
- 5 - 11 years Pay the published child rate when sharing with two full paying adults. A maximum of two children 5 - 11 years can share with parents, only in our family suites. Families travelling with children 5 - 9 years must hire a private vehicle at an additional rate subject to availability.
- 12 years + Considered adults and accommodated in their own rooms - full adult rates apply.

Single supplement:

Green & Shoulder Season: For bookings with 1 or 2 single rooms the per person per night rate applies. From the 3rd single room onwards the rooms will be charged the single rate.

High Season: Single Rate applies to all single occupancy bookings.

Self-Drive:

Self-drive guests to pay vehicle entrance fees at the gate of USD \$5 per vehicle per day. Subject to change without notification.

Payment Terms and Cancellation Policy:

Provisional bookings are held for 2 weeks, thereafter a 20% non-refundable deposit is required to confirm the rooms. The balance of payment is due not later than 60 days prior to arrival.

Cancellation fees will be calculated on the total cost of the stay.

Days prior to arrival:	Date of booking - 60 days	60 - 31 days	30 - 0 days
	20%	50%	100%

Payment Terms:

1. All payments to be received promptly as stated in deposit policy. Should payments not be forthcoming, the properties reserve the right to cancel the reservation.
2. Proof of payment must be sent through to the Reservations office on reservations@ghohahills.com with reservation number and guest name clearly stated on the correspondence.
3. The invoice you will receive for payment is nett and exclusive of any bank remittance charges. Please adjust the transmitted amount to allow for all bank charges.
4. Payments for all additional services rendered must be settled on departure by the guests.