



Terms & Conditions

Provisional bookings will generally be held for 3 weeks only. A 25% deposit must then be paid to secure the booking or it will be cancelled. The deposit is non refundable. Total amount of the booking must be paid no later than 30 days before arrival date. In the instance of a last minute booking arrangements can be made for full payment at the lodge. Please note that all payments at the lodge have to be cash only since we don't have credit card facilities.

Cancellation Policy

25% deposit secures a booking and is non refundable in case of a cancellation.

Less than 1 week notice = 100% of total

Less than 4 weeks' notice = 50% forfeited

Less than 8 weeks' notice = 20% forfeited

Over 8 weeks' notice = full refund

No show will result in a 100% cancellation fee.

Single Supplement

+25% on normal price

Children Policy

0 – 2 years stay for free

3 – 12 years sharing with parents are half price

Same rule apply for activities but children must be accompanied at all times.

Guide/ Pilot Policy

½ Price and accommodation is the same type or similar to that of the clients, depending on availability.

If the clients are camping the guide can stay for free

Driver Policy:

Drivers can camp for free but must please bring their own tent & food for cooking. Alternatively he can eat with the staff on prior arrangement.

Insurance:

It is essential that comprehensive travel insurance (including Trip Cancellation/Curtailment and Medical Evacuation & Hospitalization) be purchased. All insurance is the guest's responsibility and no liability whatsoever is accepted by Mvuulodge and their Directors, share holders, employees, agents and representatives. All guests should check with their national Foreign Offices and Embassies for updated travel, health & safety information on Zambia before travel.

Communication at Mvuulodge:

HF & VHF radio plus a relatively strong cell phone signal at the main lodge.

Indemnity forms:

All clients have to sign an indemnity form.

Activities:

Any dangerous activities such as the canoe safari and guided walks have an age restriction of 12 years and children must always be accompanied by parents.

www.mvuulodge.com

Marketing & Reservations: Schantell Erasmus

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