



Terms & Conditions

Chem Chem Lodge, Little Chem Chem & Forest Chem Chem

FOR ALL EXISTING BOOKINGS MADE BEFORE 31 MARCH 2020

- Minimum stay of 2 nights.
- Provisional bookings will be held for 14 days. After this period, a 20% non-refundable deposit must be paid, or the booking will be released. No reservation is deemed confirmed until the 20% deposit is received, acknowledged and accepted in writing by the Reservation Manager. Reservations will be confirmed in writing (email).
- The 80% balance of the booking is due no later than 45 days before arrival. Failure to pay the balance within this period will result in a 3% late penalty of the booking total compounded every week the payment is outstanding.
- If a reservation is made 45 days prior to the arrival date, full payment is due (3% late penalty applies).
- For group bookings (4 tents or more) the full balance is due 60 days prior to arrival (3% late penalty applies).
- The amount stated on the invoice needs to be received by Chem Chem Safaris in full. ALL bank charges are to be settled and recovered by the client.
- Payments must be made in USD (\$), extras can be paid for at the property by cash, Visa or MasterCard.
- Emergency Evacuation Insurance: US\$ 30 per person for all bookings made directly with Chem Chem, insurance will be added to the rate. For bookings made via third party, Chem Chem will need confirmation prior to arrival that the insurance will be handled by the third party, otherwise it will be added to the rate.

CANCELLATION POLICY:

- Between confirmation & 45 days, 20% of the total cost is charged (the deposit).
- Between confirmation & 44 and 30 days, 50% of the total cost is charged.
- Between 29 days and a 'no show', 100% of the total cost will be charged.
- Cancellation of a reservation must be in writing and is only effective upon it's acknowledgement by the company.

FOR ALL NEW BOOKINGS MADE AFTER 31 MARCH 2020 FOR TRAVEL BEFORE 28 FEBRUARY 2022

- Minimum stay of 2 nights.
- Provisional bookings will be held for 14 days. After this period, a 20% fully refundable deposit must be paid, or the booking will be released. No reservation is deemed confirmed until the 20% deposit is received, acknowledged and accepted in writing by the Reservation Manager. Reservations will be confirmed in writing (email).
- The 80% balance of the booking is due no later than 45 days before arrival. Failure to pay the balance within this period will result in a 3% late penalty of the booking total compounded every week the payment is outstanding.
- If a reservation is made 45 days prior to the arrival date, full payment is due (3% late penalty applies).
- The amount stated on the invoice needs to be received by Chem Chem Safaris in full. ALL bank charges are to be settled and recovered by the client.
- Payments must be made in USD (\$), extras can be paid for at the property by cash, Visa or MasterCard.
- Emergency Evacuation Insurance: US\$ 30 per person for all bookings made directly with Chem Chem, insurance will be added to the rate. For bookings made via third party, Chem Chem will need confirmation prior to arrival that the insurance will be handled by the third party, otherwise it will be added to the rate.
- We reserve the right to review our rates and change them quarterly, or at any given time, at the discretion of management.
- We reserve the right to amend these terms and conditions with sufficient prior notice.

CANCELLATION POLICY:

- Between confirmation & 46 days, the 20% deposit will be refunded (less bank fees).
- Between 45 days and arrival, 100% of the total cost will be charged.
- A 'no show' is charged 100% of the total cost.
- Cancellation of a reservation must be in writing and is only effective upon it's acknowledgement by the company.
- The property may consider postponement of a booking to a maximum 12 months thereafter if travel cancelled 45 days or less prior to arrival is due to a COVID-19 related issue – further lockdown, no flights, guest not allowed to board a flight, guest falls ill with COVID-19 and inability to travel. This is at the discretion of management.
- The above terms are valid for all new bookings, except those postponed from 2020 into 2021/2 due to COVID-19 related circumstances. The terms of these bookings, in place at the time of making the original booking, will remain in place.