



MANTIS EPIC HOTEL & SUITES RACK RATE SHEET

PRIVATE & CONFIDENTIAL

DECLARATION

I, _____, on behalf of _____ hereby confirm receipt of the Terms and Conditions.

Signature

Date

RACK RATE SHEET

MANTIS EPIC HOTEL & SUITES

NYAGATARE | RWANDA



	1 JANUARY—31 DECEMBER 2020						1 JANUARY—31 DECEMBER 2021					
	RACK RO		RACK BB		RACK DBB		RACK RO		RACK BB		RACK DBB	
	SINGLE	SHARING	SINGLE	SHARING	SINGLE	SHARING	SINGLE	SHARING	SINGLE	SHARING	SINGLE	SHARING
STANDARD ROOM	105	110	123	146	153	206	115	120	135	160	155	200
SUPERIOR ROOM	120	135	138	171	168	231	130	150	150	190	170	230
FAMILY ROOM	155	180	173	216	203	276	170	200	190	240	210	280
STANDARD SUITE	165	180	183	216	213	276	180	200	200	240	220	280
SUPERIOR SUITE	180	190	198	226	228	286	200	210	220	250	240	290
EXECUTIVE SUITE	265	290	283	326	313	386	290	320	310	360	330	400
PRESIDENTIAL SUITE	700	900	718	936	748	996	770	990	790	1 030	810	1 070

RATES ARE SUBJECT TO ROOM & RATE AVAILABILITY

TERMS & CONDITIONS

LIVE AVAILABILITY is available at EPIC Hotel & Suites , please email distribution@mantiscollection.com to organise your connection

Rates are:

- Quoted in US dollar (\$).
- Subject to availability.
- Quoted per room per night, meal (**depending on rate option**) based on a maximum of two adults per room, or on a single basis.
- Inclusive of accommodation, all levies, and 18% VAT. Additional charges to be settled direct.
- Subject to change without prior notice.

Child Policy:

- This policy applies to all children from 0 up to and including 11 years old.
- Children 0 to 3 are accommodated on a complimentary basis when sharing with 2 adults.
- Children 4 to 11 years (sharing room with adults) are accommodated complimentary, and will only be charged for their meals.
- A maximum of 1 child can be accommodated with 2 adults in standard rooms.
- A maximum of 2 children can be accommodated with 2 adults in all other room types.
- Children from 12 years and older are considered as adults and will therefore require their own room at the applicable rates.
- Children not sharing with adults (occupying their own room) will be charged at the normal room rate.
- Children of all ages are welcome, however children between 0 and 12 must be in the company of and supervised by an adult at all times.

Bookings and Payment policy:

- All bookings made with EPIC Hotel & Suites will be regarded confirmed unless otherwise requested at the time of booking.
- Any discrepancies on the confirmation or invoice must be addressed with reservations within 7 days from issue.
- Provisional bookings are subject to availability; i.e.: should we have limited rooms available, only confirmed bookings will be accepted.
- Bookings made less than 30 days prior to arrival will be held for a maximum of 48 hours.
- Bookings made 30 - 90 days prior to arrival will be held for a maximum of 7 working days.
- Bookings made more than 90 days prior to arrival will be held for a maximum of 14 working days.
- 50% deposit payment is required at time of booking.
- Full pre-payment is required 30 days prior to arrival.

Group / Tour Series: Bookings and Payment policy:

- This policy applies to bookings of ten (10) or more adults.
- A 10% non-refundable deposit may be requested at time of booking in order to secure rooms, dependent on season.
- Provisional reservations made more than 60 days prior to arrival will be held for a maximum of 14 working days, thereafter it will automatically be released.
- Full pre-payment (100%), final rooming lists and requirements to be received 30 days prior to arrival.
- Reservations made less than 30 days prior to arrival will require full pre-payment at time of booking.

Cancellations:

- Only written cancellations will be accepted. Ensure to receive an acknowledgment of cancellations from reservations.
 - 25% of fee if cancellation less than 60 days prior to arrival.
 - 50% of fee if cancellation less than 45 days prior to arrival.
 - 100% of fee if cancellation less than 30 days prior to arrival.
- ### Group / Tour Series Cancellation policy:
- 50% of fee if cancellation less than 90 days prior to arrival.
 - 100% of fee if cancellation less than 60 days prior to arrival.

Waiver:

- EPIC Hotel & Suites reserves the right to release bookings should payment not be received by the requested date.
- EPIC Hotel & Suites reserves the right amend all rates without prior notice
- EPIC Hotel & Suites retains the right to admit or remove any guests whose behaviour impacts negatively on the hotel properly, other guests and / or staff.

Visitors information:

- When visiting Rwanda, travel insurance is essential.
- Transfers can be arranged with reservations on request and prior to arrival at additional costs.
- Check-in time: 14:00 / Check-out time: 10:30

Glossary:

- RO: Room only
- BB: Bed & breakfast
- DBB: Dinner, bed & breakfast

