



**NON RESIDENT RACK RATES**

<b>RATES – FULL BOARD IN US DOLLARS</b> Per person sharing per night, full board		
	Low Season 01 Jan 16 – 30 Nov 16	High Season 01 Dec - 31 Dec 16
Rack Rate	\$230	\$330
Rack SRS	\$0	\$118
* 3rd adult sharing in triple 80% of pppd adult rate 1 or 2 Child 6yrs & under sharing with 1 or 2 adults FOC / 1 or 2 child (7 -16yrs) sharing with 1 or 2 adults 50% of adult pppd rate 2 or 3 children (7-16yrs) sharing own room 1 <sup>st</sup> and 2 <sup>nd</sup> child 80% of adult pppd rate and 3 <sup>rd</sup> child 50% of adult pppd rate		
<b>ALL ACCOMMODATION RATES ARE INCLUSIVE OF 18% VAT</b>		
<b>Inclusive</b>		
Luxury Accommodation. Boat transfer from the main land to the island (last boat transfer is at 1700 hrs). Welcome juice. Entry fees to Wildwaters Reserve. Pre breakfast tea/coffee/hot chocolate room service and a scrumptious breakfast, lunch & dinner. <b>NB</b> Breakfast is a Buffet Breakfast and English Tea or Filter Coffee is included, Lunch consists of a one course meal and Dinner consists of a five course meal.		
<b>Exclusive</b>		
Full Board Rates is exclusive of all drinks, alcohol, tips / gratuities and any sundries. All Accommodation rates are exclusive of Government Taxes (currently \$1 per room per night) which will be charged separately on the accommodation invoice.		
<b>Transfers Net Cost</b>		
Entebbe Airport to Wildwaters Lodge: USD135.00 per vehicle Kampala to Wildwaters Lodge: USD 105.00 per vehicle Jinja to Wildwaters Lodge: USD 55.00 per vehicle Transfer is charged per vehicle and per way.		
<b>Extra meals</b>		
Hot Lunch nett USD 30- pp		
<b>Seasons</b>		
Low Season – 01 Jan 16 – 30 Nov 16 High Season – 01 Dec 16 - 31 Dec 16 Open Year round		
<b>Private Guide / Tour Leader / Agent Rates / FOC Policy</b>		
Available on request / 1 FOC in 10 full paying clients		
<b>Honeymoon Offers &amp; SADC African Resident Rates available</b>		
Please refer to our Special Offers PDF and SADC and EA Rates PDF		
<b>Camp Information</b>		
Nestled in luxuriant rainforest on it's own private island, mid-stream in the mighty Nile, Wildwaters Lodge is breathtaking. Thick riverine forest naturally covers the island and each of the ten timber-floor rooms is nestled amidst the forest with private views over the River Nile and it's rapids. The expansive, canvas walled, traditionally thatched, rooms each boast private decks with elegant free-standing baths and wash basins carved from the local pink granite. Softly lit with hand-made furniture, you can relax in comfort on this island paradise listening to the thunder of the Nile rapids, and the calls of the many species of bird who call the island home.		

## TERMS AND CONDITIONS

### CONFIDENTIALITY

All terms and conditions of this contract cannot be posted, published or made available to 3rd party internet sites, corporate travel conferences or incentive groups. Distribution or exposure of Net Tour Rates will allow the Hotel/s, Lodge/s, Mobile and Tented Camp/s to immediately terminate the agreement.

### ALTERNATIVE ACCOMMODATION

In the case of a confirmed booking being re-routed for whatever reason we will endeavor to move guests to an equivalent level property subject to availability and with prior agreement with the operator/agent and we reserve the right to do so in the best interests of all concerned

### RESERVATIONS AND PAYMENT TERMS

On checking for availability the following procedures must follow:-

1. All requests must be put in writing
2. Provisional bookings made via email will be released automatically at 14 days with no notification unless a deposit is received( unless you have credit facilities with us)
3. A WWL written and stamped booking voucher is required to show a booking is confirmed
4. In the event of any increase in VAT, Training Levy, Service charge, adverse cost, exchange rate, airfare increases, camping fees, concession fees, conservation or park fees we reserve the right to adjust the contracts accordingly with immediate effect without prior notice
5. Full payment to be received 30 days prior to arrival of guests unless you have agreed credit facilities with us.
6. A confirmation voucher is issued only when 100% of the payment has been received (unless you have credit facilities with us). Any amendments and cancellations will be required in form of vouchers
7. Check in time 1200 hrs and check out 1000 hrs. A late check out is available subject to room availability and is available at net USD 40- per room.

### BLOCK BOOKINGS

1. Release period for blocks 30 days in Peak Season, 20 days in High Season and 15 days in Low season
2. Deposits are required for block bookings 31 days prior to arrival. A credit note will be issued for deposits paid when bookings are released and can be used against future bookings
3. All Block bookings can only be held with a prior block booking agreement with the company.
4. Updates on sales and release back to be confirmed at 90 days, 60 days and 45 days out prior to arrival.

### PAYMENTS

Payments should be made to WILDWATERS LODGE. All last minute bookings must be made in cash unless a prior arrangement has been made. Cheques and bank transfers and credit card payments (surcharge applicable) accepted. Please NOTE all bank charges are the clients/agents responsibility and the full amount should be received otherwise a balance will be shown in the statement as outstanding. **Please note that full payment is required in advance of arrival of guests unless you have approved credit facilities with the company. The company retains the right to not honour any bookings where full payment has not been received (if not on credit with us)**

### CANCELLATION, REDUCTION IN NUMBERS OF PAX OR ROOM NIGHTS

In the event of cancellation, no shows, reduction in numbers of pax or nights for exclusive use of camp or private camp the following terms are applicable:-

1. Between 30 - 20 days prior to arrival 30% of the total cost will be charged
2. Between 19 and 08 days, 60% of the total cost will be charged
3. Between 07 - arrival day 100% of the total cost will be charged

**CANCELLATION EXCLUSIVE USE OF LODGE**

In the event of cancellations, no shows, reduction in numbers of pax or nights the following terms are applicable:-

1. Between 89 and 60 days prior to arrival stay - loss of deposit
2. between 59 and 30 days, 50% of the total cost will be charged
3. 29 days and less 100% of the invoice is charged

**LATE ARRIVALS**

Due to the location of the Lodge and the need to cross the River Nile, please note that **the last boat crossing from the shore to the lodge is at 1700 hrs**. Should you not make the crossing then your booking will be considered a no show with 100% cancellation fees applicable.

**TOUR LEADERS/PRIVATE GUIDES/BONAFIDE TRAVEL AGENTS AND OPERATORS**

Please contact the following for each bonafide request

[veronica@tourvesteastafrika.com](mailto:veronica@tourvesteastafrika.com)

**INSURANCES AND OTHERS**

All guests must have a comprehensive medical and travel insurance when travelling with our company, affiliates or associate companies. The insurance should cover them for medical/emergency evacuation/baggage loss/fight delay/repatriation/ changes to trip due to circumstances out of our control/ 3rd party ammendments or cancellation/change of itinerary/cancellation of safari/theft and other events that might incur a cost being raised which will be deemed to be payable in full in advance if such a case should arise

**CURRENCY**

All rates are in American United States Dollars (USD / US\$ / \$) unless otherwise indicated

**DISPUTES**

Any disputes about reservations, payments or complaints about quality of service should be made in writing/email to ourselves whilst guests are still in house so that we may rectify the problem if possible or thereafter within 14 days of departure to allow us to assist in solving the issue jointly. These conditions apply to ALL associate and affiliate companes (collectively and/or individually referred to by their Lodge/Hotel/Tented Camp/Mobile camp name or Transport and ground handling associate

**CHANGES IN RATES**

Grumeti Expeditions/Lemala Camps/Azanzi Hotel/Wildwaters Lodge/Vintage Africa/AHA and any other associate companies or partners wish to maintain agreed rates, but reserve the right to change the rates and terms at any time due to circumstances out of their control (such as camping/concession/conservancy/conservation fee or any form of other tax increases). Any 3rd party rate increases after confirmation - such as changes in prices of flights booked - will be charged.

**ARRIVALS AND DEPARTURES**

Arrivals and departures are referred to Check in 1200 mid day and Check out 1000 am

SIGNED ON BEHALF OF AHA (african hotels and adventures)	SIGNED ON BEHALF OF
Name _____	Name _____
Date _____	Date _____
Signature _____	Signature _____