

Terms and Conditions of Booking

1.Scope:

All bookings at Carmines River Lodge, Zambia, (“the Lodge”) are subject to the Terms and Conditions (“Terms”) listed below. They are current align with applicable Zambian regulations:

Zambia: Tourism and Hospitality Act, 13 of 2015

Zambia: Competition and Consumer Protection Act, 24 of 2010

Zambia: Data Protection Act, 2021

These Terms and Conditions apply to all bookings and related services made for, and delivered at, **Andrina International Holdings, T/A Carmines River Lodge**, a company duly registered and trading in The Republic of Zambia (co reg nr: 120200007207).

DEFINITIONS:

A). “Guest” or “you”: Any person whatsoever involved in the sale, marketing, distribution or use of the booking including, but not limited to the contracting client, tour operator, agent, and every person in the party. “Services” means accommodation, meals, activities, transfers, venue hire, and any related service supplied by Carmines River Lodge.

B). “the Lodge” or “we” or “us”: Carmines River Lodge, Zambia

2.Quotations, Confirmations, Deposits and Payment Deadlines

2.1 All reservation requests must be submitted in writing
enquiries@carminesriverlodge.com

2.2 A written quotation is valid for 7 calendar days. On written acceptance, we will issue a pro-form invoice and hold the space provisionally during the same 7 day period.

2.3 To confirm a booking, a 20% non-refundable deposit of the total booking value (“Deposit”) must be received within 7 days of the invoice date.

This deposit is forfeitable to cover administrative costs and potential loss in the event of cancellation.

2.4 Balance of Payment:

2.4.1 Accommodation: 80% balance is due 45 days before arrival.

2.4.2 Group bookings: balance due 60 days before arrival (applies to two or more villas).

2.4.3 Bookings made 45 days or less before arrival (or 60 days or less for group bookings of 2 villas or more): 100% payable on receipt of invoice.

2.5 Early check-in before 14h00 is subject to availability and must be approved by the property; it may incur a half-day rate if you are checked in before 14h00.

2.6 Rates include Zambian VAT (currently 16%) and may be adjusted if statutory taxes, levies, or government surcharges change.

3. Payment Methods

3.1 Whenever possible payments should default to an EFT payment into one of the Zambian accounts (USD/ZMW). Bank and transaction fees are to be split between the parties.

USD PAYMENTS:

Name of Account: Andrina International Holdings Limited

USD account number: 5615000009070

BRANCH: Thabo Mbeki Branch

SWIFT CODE (Ecobank in Zambia): ECO CZMLU

Branch Code: 360002

LOCAL ZAMBIAN KWACHA PAYMENTS:

Name of Account: Andrina International Holdings Limited

USD account number: 561500017516

BRANCH: Thabo Mbeki Branch

SWIFT CODE (Ecobank in Zambia): ECO CZMLU

Branch Code: 360002

3.2 Direct payments are made using our checkout payment options and are 3D encrypted and secured

3.3 It is possible for us to generate a QR code for payment. This is also 3D secured and anonymous.

3.4 All payments must reference the booking number.

3.5 Proof of payment for EFT settlements must be emailed to our administrators (enquiries@carminesriverlodge.com) within 24 hours.

4. Vouchers & Credit Notes

4.1 In the event of a cancelled or postponed booking, the lodge may issue a voucher or credit note for the amount paid.

4.2 Vouchers or credits are valid for a maximum of 36 months from the original booking date.

4.3 For Zambian guests, the lodge will honour vouchers in line with internal policy and guidance from the Competition and Consumer Protection Commission (CCPC).

4.4 For South African guests, vouchers are issued in compliance with Section 63 of the Consumer Protection Act (CPA).

4.5 Vouchers or credits are non-transferable unless otherwise agreed in writing.

5. Amendments, Cancellations & No-Shows

5.1 no cancellations or rescheduled trips can be considered final unless and until this has been advised in writing.

5.2 A reasonable cancellation fee applies, calculated as a percentage of the total booking value:

5.2.1 More than 45 days prior to arrival: 20% of the total booking value (forfeiture of deposit to cover administrative costs and potential loss).

5.2.2 45–32 days prior to arrival: 50% of the total booking value.

5.2.3 31 days or less prior to arrival: 100% of the total booking value.

5.2.4 Group bookings of two villas or more must pay 100% of the booking value within 60 days of travel, and no cancellation thereafter will be refunded.

5.3 No-Shows: Treated as cancellations made within 31 days of arrival.

5.4 Refunds, after deduction of the applicable fee, will be processed within 10 business days to the original payment method.

6. Arrival & Departure Times / Meal Times

6.1 Check-in from 14h00

6.2 Check-out is by 10h00 unless otherwise agreed in writing with management. Late checkout may attract a half-day accommodation fee and is strictly subject to the operational requirements of the lodge.

6.3 A snack is sent to the room for wake-up in the morning. A light meal is provided on the vehicle. Brunch is available from 11h00 till 15h00. Dinner for children is served from 18h00 and for adults from 19h00 (children may join them if preferred).

7. Child Policy

Families with children under 16 must adhere to the terms and conditions of the child policy.

7.1 A maximum of one child at or under the age of 12 can be accommodated in an extra bed in each of the bedrooms. This extra bed is 50% off the full per person adult rate which is calculated by dividing the villa rate by 8.

7.2 A camp cot is available on request for very young children (younger than 6). Children 5 and under (below 6 years of age) stay free, however a \$55.00 per day meal and fees charge is levied per child per day.

7.3 Children younger than 16 years of age may not be left unsupervised. Babysitting is available on the property by pre-arrangement and at a small fee. Babysitting is not available after 22h30. Should parents opt to dine as a couple, a babysitter needs to be arranged at an additional charge, as children under the age of 16 years are not allowed to be left unsupervised. Baby sitting fees are charged at \$35 for 3 hours with an additional \$15.00 for each hour after that and the hour is charged for a full hour, no matter how few minutes into the hour the babysitting has extended.

7.4 Children under 18 may not occupy or reserve a villa without an accompanying adult.

7.5 Children under the age of 16 may not join walking safaris, or any activity deemed unsafe by the lodge and guides.

7.6 No person below the age of 18 may reserve a villa without a person 19 or more years of age also in residence and as a condition of booking.

7.7 Children should not cause disturbance to other guests. The lodge reserves the right to create dining spaces for children away from adult guests if complaints in this regard are lodged with management.

7.8 The property reserves the right to refuse bookings not in compliance with this policy

8. Health and Safety Considerations

The lodge reserves the right to manage suitability of participants on some activities (like walking safaris) in the form of signed health disclaimers, before taking any person on a strenuous activity, and reserves the right to refuse these to any person whose well-being may be endangered by following such a course of action.

9. Travel Insurance & Liability

Guests stay at the Lodge entirely at their own risk, and with full knowledge that:

9.1 The camp is unfenced and wildlife, which are potentially fatally dangerous, roam freely in the area.

9.2 Travel insurance covering cancellation, medical emergencies, and baggage loss is strongly recommended for all baggage, valuables, flights, transfers and room bookings. The Lodge will not be held liable for claims made against these, including but not limited to our premises and services.

9.3 We are not liable for delays or losses due to events beyond our control (force majeure).

9.4 Guests will sign an indemnity form at check-in and will be required to produce a valid passport or identity document for every member of the party.

10. Service Charge & Gratuity Policy

10.1 The Hotels Act, Chapter 153 of the Laws of Zambia, as read together with the Tourism and Hospitality Act, No. 13 of 2015, Section 54, and the Tourism and Hospitality (Service Charge) Regulations, a mandatory service charge of ten percent (10%) shall be levied on all invoices in respect of accommodation, meals, beverages, and other tourism-related services.

10.2 The service charge shall be distributed in equal shares amongst eligible staff members. Management personnel are not eligible.

10.3 Guests are not obligated in any way to tender any additional gratuity to any staff member but may do so under their own volition and entirely at their own discretion.

11. Data Protection

11.1 We comply with the [Zambian Data Protection Act, 2021](#).

11.2 By booking, you consent to the processing of your personal information for purposes necessary to fulfil our obligations.

11.3 Our Privacy policy is posted on our website.

12. Dispute & Complaint Resolution

12.1 Complaints will only be considered legitimate if they are raised immediately on site with the General Manager. This gives the Lodge the opportunity to address the complaints and create a positive outcome for the guest. Should the guest remain unsatisfied with attempts at remedying and atoning for any perceived shortcomings in service, the Lodge reserves the right to decide on appropriate and reasonable compensation.

12.2 If unresolved, disputes may be referred to the Competition and Consumer Protection Commission (CCPC) or resolved through mediation.

12.3 Failing resolution, disputes may be brought before the courts of the Republic of Zambia, which have exclusive jurisdiction.

13. Lost Property

13.1 Personal belongings left behind after departure should be communicated as soon as possible after it is noticed, and not later than 30 days after departure. The lodge takes no responsibility for lost property and provides a safe for valuables in the room. The lodge guarantees to undertake an in-depth and concerted search for lost items once notified but holds no responsibility if lost items are not found. The cost of returning the property to the guest is the sole responsibility of the guest.

13.2 Abandoned Items remaining unclaimed after a period of thirty (30) days from the date of departure shall be deemed abandoned and will be donated to a charity.

13.3 The establishment accepts no liability for loss, damage, or delay relating to the safekeeping, storage, or return of any personal property left behind.

14. Governing Law

14.1 These Terms are governed by Zambian law.

14.2 No variation of these Terms is valid unless made in writing and signed by both parties.

14.3 If any clause is unenforceable, the remainder remains valid and binding.