

## **Ngalia Ndani – Booking Terms & Conditions**

### **1. Reservations & Payment**

- Reservations will be held on a Tentative basis until 100% payment is received.
- Reservations will be cancelled within 72 hours if full payment is not received.
- Payment of Extras and incidentals will be paid in full before check-out

### **2. Cancellation Policy**

- More than 45 days before arrival: loss of deposit.
- 31–45 days before arrival: 50% of the total booking value.
- 15–30 days before arrival: 75% of the total booking value.
- 14 days or less before arrival / no-show: 100% charge.

### **3. Amendments**

- Date changes are subject to availability and seasonal rates.
- Amendments made within 30 days of arrival may be treated as cancellations.
- If the original dates are re-sold, the deposit may be credited towards a future stay at the property's discretion.

### **4. House Rules**

- Maximum occupancy limits must be respected at all times.
- No parties or events are permitted unless pre-approved in writing.
- Guests are responsible for any damages caused during their stay.

### **5. Liability**

- Ngalia Ndani is not liable for loss, damage, or injury to guests' personal property.
- Guests are strongly advised to obtain comprehensive travel insurance.

### **6. Force Majeure**

- In events beyond control (e.g., extreme weather, government restrictions), guests may be offered date changes or credit vouchers.
- Cash refunds are not guaranteed in force majeure situations.