**CONTRACTUAL AGREEMENT:**

This contract is entered into between Water Lily Lodge and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Full Name of Client*

of Passport number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Nationality: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gender: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Age:\_\_\_\_\_\_\_\_\_\_\_\_\_\_ who is acting on behalf of all persons booked for this safari.

Total number of people registered: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Trip commences on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and ends on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Payment responsibility for all arrangements of all parties partaking on the trip lies entirely on the individual signing this contract.

Any amendments by the undersigned pertaining to the trip, should be communicated with Water Lily Lodge in advance and final approval lies with Water Lily Lodge.

**BOOKING PROCEDURES**:

\*Below percentages are based on total invoice amount.

* 50% deposit is required upon booking confirmation otherwise booking is considered provisional and hence can be overridden by a paying booking.
* Block bookings are not permitted unless a 25% non-refundable deposit has been paid.
* Full payment required a month before travel date.
* A booking is only considered confirmed after receipt of a deposit
* All bank charges to be borne by the client.

**CANCELLATION POLICY & FEES:** *(for validation, written cancellation is required and confirmation cacellation from Water Lily Lodge/Janala Tours & Safaris)*

\*Below percentages are based on total invoice amount.

* 25% 3 months prior to travel date
* 50% 2 months prior to travel date
* 100% within travel month

*\*\*\*it is advisable to acquire comprehensive travel insurance (before commencement of trip) that covers all eventualities including cancellations\*\*\**

**REFUNDS ON CANCELLATIONS**

\*Below percentages are based on total invoice amount.

* 100% (of total invoice amount) more than 3 months prior to travel date (except for the 25% non-refundable deposit on block bookings)
* 75% 3 months prior to travel date
* 25% 2 months prior to travel date
* No refund within travel month
* No refund on no-shows, late arrivals or non-completion of trip

**THIRD ADULT POLICY:**

* A third adult cannot be accommodated in any of the rooms at Water Lily Lodge or chalets at the Bush Camp (maximum occupancy per room is 2 adults and 1 kid under 11 sharing)

**CHECK-IN & CHECK-OUT TIMES:**

* Check-in time is from 14h00 and check-out time is 10h30 all days of the week.
* Should you wish to check-out, or arriving later than stipulated times kindly inform reservation or reception, and exceptions may be made where possible.

**MINIMUM # OF PEOPLE PER TRIP:**

Below means that should there be less people per trip than stiplutated, the person/people embraking on the trip should pay the total of minimum allowed per trip.

* A minimum of four (4) people per each mobile camping safari
* A minimum of two (2) people per each activity (game drive, boat cruise, day trips and transfers)

**INDEMNITY:**

* For confirmed bookings, should there be amendements by the client, that Water Lily Lodge/Janala Tours & Safaris can not accommodate, above mentioned cancellation policy stands.
* In the event of natural forces (ie, weather) and unforseen circumstances (ie, accidents, vehicle breakdown, road conditions, political landscaps etc) that may result in any changes or delays pertaining to initial booking, Water Lily Lodge/Janala Tours & Safaris will not be held liable.
* All travel documents (passports, visas, birth certificates etc) and inoculations are the clients responsibility. Under no circumstance will Water Lily Lodge/Janala Tours & Safaris be held liable
* Water Lily Lode/Janala Tours & Safaris will not be liable for any loss, theft or damage of baggage or personal belongings.

By signing this contract I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_acknowledge that I understand and agree to the terms herein contained and authorise Water Lily Lodge/Janala Tours & Safaris to run a credit card transaction per attached credit card authorisation form.

Client Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The above contract is acknowledged and Agreed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on behalf of Water Lily

*Full Name of Consultant*

Lodge/Janala Tours & Safaris.

Consultant Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_