

ROYAL SHALOM LODGE

BOOKING, REFUND AND CANCELLATION POLICY

TERMS AND CONDITIONS

- **When you make a reservation at our lodge, you are confirming that you have read and will adhere to the rules, regulations and the policies of our lodge.**

OCCUPANCY

- Room prices are **per person, per room, per night** and are inclusive of VAT at the applicable rate at the time of your reservation with a basic English breakfast.

Other meals and extras are not included in the room price, though you may add them to your reservation when making your booking, and they will be available to you during your stay, upon request and payment for them.

- The maximum room occupancy is one adult. Family rooms (where available) can accommodate two adults and one child (under the age of 10). You must not exceed the maximum occupancy for the room allocated to you. We reserve the right to conduct checks on occupancy. Occupancy is not transferable.
- Family Rooms can be arranged if booked 7 days before arrival at an extra cost. Please inquire via our website or by email.
- A guest making a booking who has an additional guest is strongly advised to inform the reception so that an additional 20% or 15% as stated in the policy can be charged to the room to accommodate the additional guest; otherwise, if a client is found to have allowed a person to stay in the room without paying, the client will be charged an additional one and a half times the cost of the room.
- Please inform the receptionist if there will be two persons residing in the room. **An extra 20%** charge will be levied for the rooms with two beds and **an extra 15%** will be levied for the room with a double/queen or king bed.
- If the rate of VAT changes between the date of your reservation and the date of your stay, we may adjust the rate of VAT but the price of the basic room rate you pay for will remain the same.
- Please take note that a charge of K150 (US\$5) will be collected as a down payment for the room key in case it is lost, misplaced or not handed over to the receptionist when leaving; but this amount is refundable (in the currency in which it was paid) at check-out when the keys are handed back.

MODE OF PAYMENT

- You will be requested to make a mode of payment as stated below, to secure your reservation.
 - The Lodge accepts Visa, cash (via MTN, AIRTEL, KAZANG) and bank transfers to secure a reservation. Cash, though accepted, is not preferred nor encouraged. Please make sure to get an official receipt for all types of payments. **All payable services should call for an official receipt.**

Payments in foreign currency.

- Payments can be made in foreign currency. The sender of the funds will be responsible for all the fees associated with the receipt and conversion of the currency to local currency. Kindly inform the reservations team prior to making a foreign currency transaction for further advice.
- For any other methods of advance payment kindly email info@royalshalomhotel.com for advice.

Verification of details

- Please check that the details of your reservation are complete and accurate before you confirm your reservation. We will not be liable for any delay or non-performance if you provide us with incorrect information.
- We will confirm our acceptance of your reservation by sending you an email to the email address that you provide during the reservation process. The contract between us for the provision of your room and any additional services added to your reservation will be formed when you receive this email confirmation from us.
- If you think that there is a mistake in your reservation or if you require any changes to a confirmed reservation, please contact us via email to discuss. For more information on cancellation, please see the section on Cancellation.

Children

- Children under the age of 18 are not permitted to stay at Royal Shalom Lodge unless a parent or guardian is also staying in the lodge. We reserve the right to request for valid photographic and/or documentary proof of identity of age. Non provision of the evidence will deny entry or occupancy for the client.
- Children under the age of three are allowed to stay free of charge in the same room as their parent/s. Children over the age of three but under the age of ten, staying in the same room as their parent pay 25% of the booking fee per night. Children over the age of three or those under the age of three who are staying in their own room are charged at a rate of 75% of the normal booking fee. Children over the age of ten are not allowed to stay in the same room as their parents and are charged at the normal rate.

Single room.

- Royal Shalom Lodge does not cater for single rooms at the moment.

Proof of Identity

Guests will be asked to provide proof of identity and nationality upon check-in. They will also be asked to complete a registration form in addition to providing their identity card / passport details. Acceptable forms of identification are: a passport, driving licence or national ID card.

Rooms must be vacated by 10:00 hours on the day of departure. Failure to leave your room by this time will result in a late check-out charge.

TERMS AND CONDITIONS

- All Rates are per room per person and include Continental Breakfast
- 50% of the booking is taken from your credit or debit card when booking on this website.
- The balance on the booking is paid immediately upon arrival before a room is allocated.
- Check in time is from 12 noon and check out time is by 10 a.m.
- Room numbers are allocated on the day of arrival, therefore specific room numbers cannot be guaranteed, unless specifically requested for and a confirmation email sent to the client by the lodge, confirming the allocation.
- Smoking is not allowed in any of the rooms. Smoking is only permitted outside of the rooms. Non adherence to this policy will call for a charge of K700 per incidence as smoking in the rooms is not only a health hazard but it can be a fire hazard too.
- Any valuables left in the rooms or lodge premises are entirely at the client's own risk. Please take note of the disclaimer and indemnity provisions set out below.
- As these are licensed premises, no food or alcohol is allowed to be brought into the lodge, as there is a restaurant, bar and room service.
- All vehicles are parked on the Premises at the client's own risk, please take note of the disclaimer and indemnity provisions set out below.
- Parking is free on Check-in when space is available. We do not reserve parking in advance. There is a height restriction of 1.85 meters.
- **CANCELLATION AND NO SHOWS:**
Individuals:
 - Should a reservation be cancelled within 2 days prior to arrival, 100% of the deposit paid will be charged.
 - If cancelled 3-7 days prior to arrival 30% administration fee will be charged on the refunded deposit paid.
 - If cancellation is done 8 days or more prior to arrival, only a 5% administration fee will be charged on the refunded deposit paid.
 - In the event of a no-show, 100% of the total stay will be charged.
 - All refunds should be requested in writing. *No cash refunds will be permitted.*

Groups:

- Should a reservation be cancelled within 10 days prior to arrival, 100% of the deposit paid will be charged.
- If cancelled less than 10 days prior to arrival, 50% of the deposit paid will be charged. If cancelled more than 10 days prior to arrival only a 5% administration fee will be charged.
- In the event of a no-show, 100% of the total stay or event charges will be charged.
- In any event, individual contracts will determine the conditions to follow.
- All refunds should be requested in writing. *No cash refunds will be permitted.*

Unpaid accounts:

- Rooms are provided on a cash basis. All accounts must therefore be settled in full on or before arrival. Clients are responsible for payment for the full period reserved, even if the stay is cut short for any reason whatsoever, except where it can be proved that the reason relates to major incidences such as death, sickness or some major calamity. The Lodge Manager with the approval of the Director will make the decision.
- The Lodge has the right to request deposits in advance to secure a client's stay. In the event that a client cancels a reservation, the Lodge will be entitled to charge reasonable cancellation fee from the credit or debit card.
- Unpaid accounts are subject to interest at the current bank rate plus 5% administration fee. Interest and Collection fees and costs may be charged at maximum legally allowable rates on overdue accounts.
- Damages to rooms or lodge property and any outstanding payments due will be deducted from the guest's credit or debit card that has been pre-authorised.
- In the event of the account not being settled for whatsoever reason, the client will be held personally responsible for all costs of whatsoever nature arising out of the failure to pay the due account; including legal fees to be incurred by the lodge. The lodge further reserves the right to take appropriate action to secure its income.
- No Guest may have visitors that are not residence of the Royal Shalom Lodge after 9 pm.

Disclaimers

- a. The use of the Lodge is entirely at the client's own risk and assumes full responsibility for any risk or loss to person or property resulting from their stay at the Lodge, their use of the Premises and the Lodge's facilities.
- b. The Lodge and its employees, directors, officers and /or agents disclaim liability for any damage, loss or liability of whatsoever nature, whether direct, indirect or consequential in nature, arising out of or in connection with access to or use of the Lodge, premises or any facilities that have been provided by the Lodge.

Indemnity

- c. The client (for whatever form, reason or purpose they have visited the Lodge) hereby indemnifies the lodge, its employees, directors, officers and /or agents against any loss claims or damage of whatsoever nature or kind, which may be suffered by the client, clients' visitors, acquaintances or any other third party arising in anyway from their stay at the Lodge or use of the premises or any of the facilities.

REFUND POLICY

All applicable refunds are processed within ten working days less any administrative costs and/or banking fees. These will be communicated via email. For more information see cancellation policy.

30 DAY MONEY BACK GUARANTEE

Provided we acknowledge and confirm we owe you a refund, we guarantee a refund within 30 days.

ACCEPTABLE CURRENCIES

We accept electronic payments in all currencies. All cash payments should be made in local currency where possible. Any payments made electronically in foreign currency might be converted in the local currency at the expense of the client. Foreign currency paid at the lodge will incur a 2% fee on top of the exchange rate of the day for administration and conversion costs. The applicable rate at the time of payment will be the one set by the Bank of Zambia, and not what is reflected on search engine or FX websites.

GROUP BOOKINGS

SPECIAL RATES

We offer special rates for group bookings (of over 10 or more people) and extended stays of over 7 days. Please inquire using our email, website or social media platforms including WhatsApp, in order to be given the special rates.

- Please note that a Group Booking can only be made through the reservations department using email or other written confirmation from the Lodge manager or a senior officer, but no confirmation will be accepted if done via telephone or other unverifiable methods.
- A written and properly signed **Group Booking Agreement** will be provided to the client at least 1 to 2 days after inquiry of the booking by the client, and the client is expected to confirm the booking by signing it and sending it via email or other verifiable methods to the Lodge Manager at least 2 days after receipt of the agreement. Thereafter the payment procedure will be as stated above.

To reserve a package, conference, wedding, or the grounds for a function, please contact us with the date, number of guests and theme (pool, marquee) for your booking.

Definition of Booking Details:

- ***Booking details:***

The booking details on the Lodge Booking, amongst others, will specify the following:

1. Details and contact of the client
2. How long the client will stay
3. Lodge Extended Stay,
4. Group Booking
5. Location
6. Check-In Date and the Check-Out Date
7. Room type
8. The room rate including VAT but excluding any other Tax

- **Check-In date/Check-In time:**

Is the date of arrival and check-in by the guest as agreed pursuant to the lodge booking.

- **The check-in time:** is (12:00) noon. local time at the location on the Check-In date.

- **Check-out date/Check-out time:**

Is (10.00) a.m. local time at the location on the check-out date. The date of departure and check-out by the guest is as agreed pursuant to the lodge booking.

- **All due taxes** in accordance with the law will be borne by the client, as will be stated on the invoice.

- **Contracting Party:**

The person or legal entity that enters into an agreement with the lodge and is legally and financially liable for a guest and will undertake all the obligations towards the lodge pursuant to or arising from the Lodge agreement

- **Deposit:**

The deposit to be paid when making the Lodge Booking by the Contracting Party is in accordance with the policy of the lodge.

- **Group Booking:**

A group booking is a Lodge Stay concerning ten (10) or more rooms in accordance with the terms and conditions of the group booking.

- **Guest:**

The person or persons in whatever manner who visits the lodge and enjoys the use of the lodge services and/or its affiliates' services.

- **Lodge:**

A lodge is the operating lodge, depending on and determined by the selected location in the Lodge booking process.

- **Lodge Agreement:**

Is the agreement regarding lodge services concluded between the lodge and the client.

- **Lodge Booking:**

A booking made by the Contracting Party in accordance with the booking process for each type of booking

- **Lodge Fee:**

The fee to be paid by the client to the lodge for the lodge services rendered pursuant to the Lodge Agreement, including VAT and any other attendant Tax/es.

- **Lodge Extended Stay:**

A Lodge Booking that is made for over thirty (30) nights but not more than eighteen (18) months in accordance with the terms and conditions of the extended stay policy

- **Lodge Stay:**

A Lodge Booking that is available for one (1) night up to fourteen (14) nights.

- **Website/s:** The lodge's official website <https://www.royalshalom.co.zm> and any other travel agencies websites authorized by the lodge to make a booking.

APPLICABILITY AND CHANGE OF THE TERMS AND CONDITIONS

2.1. These Terms and Conditions apply to all Lodge Agreements entered into between the client and the lodge.

In the event of a conflict with the provisions of the Lodge Agreement, the provisions of the Lodge Agreement shall prevail but only to the extent of the conflict.

2.2. The Client

(i) undertakes to fulfill and comply with the Lodge Agreement, Terms and Conditions

(ii) ensures that each guest fully adheres to the Lodge Agreement, Terms and Conditions

(iii) if the guest is different from the client, then the guest, and/or anyone accompanying the guest, is also aware that it shall remain responsible and liable for any breaches of the Lodge Agreement, Terms and Conditions.

2.3. Modification to the Lodge Agreement

The lodge may change, modify or revoke any provision of the Lodge Agreement and its Terms and Conditions; and such modifications, changes or revocations will be binding upon any client or visitor to the lodge with or without being notified as the latest version of the terms and conditions and policies will be available on the lodge website (www.royalshalom.co.zm).

3. CHECK-IN / CHECK-OUT TIME

3.1. Unless agreed otherwise by e-mail through info@royalshalomhotel.com, the check-in and check-out times are 12 noon and 10 a.m. respectively

3.2. In case the client checks-out after the check-out time, the client is obliged to pay a fee for the extra stay in the room or as set out by management. The client is advised to confirm to the policy before the expiry of the booked time.

3.3. A Guest that books a stay in a Lodge for thirty (30) nights continuously or more will have a special rate. Please inquire via email or website.

4. AGE REQUIREMENTS

4.1 When completing a Lodge Booking, Lodge Extended Stay Booking or Group booking, the guest/s must be 18 years or older at the Check-In Date or have a legal guardian.

The lodge reserves the right to cancel any reservation made by a guest failing to meet the specified age requirement. In such instances, any payments made will be subject to refund according to our cancellation policy.

4.2 By booking, accepting and staying at the lodge, the Client confirms that they meet the age requirement and agrees to provide identification if asked for age verification. Non-compliance may lead to cancellation of the reservation by the lodge without reimbursement.

5. OVERBOOKING

In case of an overbooking, the lodge shall be entitled to offer the Client an alternative lodge room at a minimum comparable quality to the room according to the lodge Agreement entered into.

If the client does not accept the offer, the client will be entitled to cancel the lodge Agreement and be refunded their deposit at 100%. Thereafter the lodge shall not be liable for any form of damages.

6. CANCELLATION, MODIFICATION AND TERMINATION (PRIOR TO AND AFTER CHECK-IN)

6.1. Prior to and after the Check-In Date, the Client has the right to cancel or modify the lodge Booking in accordance with the applicable cancellation or modification procedure: This includes short stay (lodge stay), group booking or extended stay.

6.2. The lodge has the right to cancel the client's booking in case of a violation of the lodge Agreement.

In case of termination, the payment obligation for the Client towards the lodge in relation to the lodge Booking will continue unabridged for the remaining contract period.

7. LIABILITY OF THE CLIENT AND THE GUEST

7.1. The Client is liable towards the lodge for all damages, costs, losses or other harm that has been and/or will be incurred by the lodge, any affiliate of the lodge and/or any third party as the direct or indirect consequence of any breach, misconduct or behaviour of the client, their guest or anyone accompanying the client, guest or an independent visitor of the client.

7.2. The lodge may file an official report with the local police in case of misconduct, criminal acts or violations of the rules, regulations, policies and agreement by any client, guest, visitor or anyone inside or outside the premises of the lodge.

8. LIMITATION OF LIABILITY

8.1. The lodge is not liable for any damages, costs, losses, death or other harm suffered by the Client, guest, visitor or user of the lodge premises and facilities whatsoever. Any user of the premises is strongly advised to take out insurance for any form of damage, loss, death or harm which could be suffered.

8.2. In case the Client, visitor of the client and/or Guest is insured or could have been insured against any damages, costs, loss, or other harm it has incurred following or in connection with the lodge Agreement or Lodge Booking, the lodge is not liable for such damage, loss, death or harm.

8.3. In case the Client, visitor of the client and/or Guest incurs any damages, losses or other harm following or in connection with a culpable failure on the part of a third party (service) provider engaged by the lodge (for example, a security or cleaning company), the lodge's aggregate liability is limited to the compensation it receives from the relevant third party for such damage, loss, death or harm.

8.4. In case the lodge is found to be liable, the lodge's aggregate liability towards the client and guest will never exceed the lower of the value of the lodge Agreement or the amount actually paid out under the lodge's insurance coverage in respect of the damages incurred by the client and/or guest.

8.5. In case property (for example luggage, delivered packages, mail or personal items) of the client and/or guest is damaged, lost or stolen, the lodge is not liable for any damages, costs, losses or other harm incurred, unless the client and/or guest convincingly proves that damage, loss or theft occurred in the lodge and was caused by the acts, omissions or great negligence of the lodge or any third party the lodge has engaged.

8.6. Without prejudice to any of the foregoing, the lodge strictly forbids the client to leave any of their valuable items of whatever manner in the rooms or on the lodge premises as doing so is at the owner's risk and the lodge will in no way be responsible, answerable nor incur any expense as a result of such loss.

In case the client and/or guest places items/goods in custody of the lodge in exchange for a fee on an official receipt, (for example a wallet at the reception for K50), the lodge liability is limited to the current market value replacement of that relevant item/good, less its wear and tear. The lodge will not be liable for the contents (for example, (money in a wallet or any valuable items), unless such contents had been agreed upon in writing, officially.

8.7. The provision of this Clause is without prejudice to any rights of the client and/or guest under mandatory laws and does not intend to exclude or limit any liability that cannot be excluded or limited under the applicable laws.

8.8. For the purposes of the above Clause, any reference to the lodge includes a reference to all of the lodge's affiliates, affiliates' employees, officers, directors, agents, and direct and indirect shareholders.

9. COMPLAINTS

9.1. The client and/or guest must submit any complaints regarding an (alleged) failure of the lodge in the performance of the lodge Agreement immediately after discovering such failure. Complaints must be submitted by email to management@royalshalomlodge.com or info@royalshalomlodge.com or dmulwila53@gmail.com

9.2. FORCE MAJEURE (ONLY APPLICABLE TO THE LODGE)

This Clause relates to a force majeure (as defined below) on the part of the lodge and cannot be invoked by a client and/or guest.

9.3. The term force majeure includes, but is not limited to unforeseen events, wars, fires, explosions, accidents, floods, (IT) sabotage, (labour) strikes, lock-outs, compliance with laws, rules, regulations or resolutions, or total failure of machinery, apparatus or processes or any other cause whether or not stated above which make the performance of the lodge Agreement reasonably impossible or unreasonably onerous for the lodge (each individual event is labelled as a Force Majeure)

9.4. In case of a Force Majeure Event, the lodge is entitled to suspend performance or terminate the lodge Agreement. And in such an event the lodge is not liable to any client, visitor or any person using or intending to use the facilities of the lodge and hence no costs, losses, expenses, damages will in anyway be incurred by the lodge.

10. FOUND PROPERTY

10.1. All found property or goods must be handed over to the reception desk of the lodge.

10.2. After the check-out date of a client, any personal belongings left in the room or any other area of the lodge will not be kept and will be discarded or destroyed, unless by its appearance and/or value it is clear to anyone that it must be a lost item. In that case, the lodge will store the item for a maximum of three (3) months, if reasonably possible. Where reasonably possible, the lodge shall inform the client about the lost item and will request if and how it will be retrieved by the Client at their own cost.

10.3. The Client may request the lodge to send such item(s) to the Client. The lodge is not obliged to adhere to such request, but if it does, the client shall bear the risk and costs of the shipping of such item.

The lodge may request the client to pay in advance for the shipment of the items. Lost items will not be returned in case of any outstanding lodge fees.

11. CHANGE, USE AND LETTING OF ROOMS

11.1. The lodge is at all times entitled to transfer a client to a different room of a similar type for operational reasons or any other reason it deems fit.

11.2. Only the client/s is/are permitted to make use of the relevant lodge room.

11.3. The client is prohibited to let or otherwise grant their guest or visitor the right to use any facility in the room. In case of a breach of this clause, the client could forfeit the use of the room and will immediately be liable to pay a penalty of K700 per day, without prejudice to the lodge's right to claim damages. The penalty and any damages claimed may be deducted from the deposit if available.

CANCELLATION OF AGREEMENT

The lodge is further entitled to cancel the lodge agreement immediately by notice in writing. In the case of the breach by a client, the cancellation policy will apply. In the case of the lodge cancelling, the lodge will refund the client in accordance with the cancellation and refund procedures. Otherwise, the payment obligation for the lodge Agreement will continue unabridged for the remaining contract period.

12. ENTERING ROOMS AND VACANCY

12.1. The lodge's personnel may enter the room for cleaning purposes while the client is not present, unless otherwise agreed in writing.

12.2. The Client must inform the lodge if the room will stay vacant for a period of five (5) days or less, and indicate whether they wish to have the room cleaned or not, during those vacant days. In the event that the room stays vacant for a longer period, the client acknowledges that the lodge will need to enter the room (amongst others), for legal reasons, such as health related regulations without the client being present or prior notice.

12.3. In addition to the above clauses, the client acknowledges that the lodge staff, upon reasonable prior notice to the client, has the right to enter the room of a client in their presence for maintenance, security, and other legitimate reasons, including reasonable inspections.

12.4. In case of imminent danger or order from public authorities, the lodge always has the right to enter a room without the client being present or prior notice.

13. DATA PROCESSING

13.1. The client assents and acknowledges that when making a Lodge Booking, the lodge (in the capacity of a data controller) must collect and process personal data.

13.2. The client shall ensure all their guests and visitors have read and understood the lodge's privacy policy by referring their guests to the lodge's privacy statement before

sharing any personal data. The lodge's privacy statement is accessible at:
<https://www.royalshalom.co.zm/privacy-policy/>.

14. SEVERANCE

14.1. If any part of these Terms and Conditions is found to be illegal, invalid or unenforceable by any court with competent jurisdiction such illegality, invalidity or unenforceability shall not affect the other provisions of these Terms and Conditions, and such other provisions shall remain in full force and effect and not be affected in any other way. The lodge shall replace the invalid or non-binding part by one or more provisions that are valid and binding and the effect of which, given the contents and purpose of these Terms and Conditions, shall be, to the greatest extent possible, similar to that of the invalid or non-binding part.

15. DISPUTE RESOLUTION

15.1. In the event of any dispute, claim, question, or disagreement arising from or relating to this agreement or the breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question, or disagreement through amicable negotiations within [30] days of written notice. If no resolution is reached through negotiations, the parties shall proceed to mediation, under the laws of Zambia.

16. APPLICABLE LAW

16.1. Any disputes arising out of or relating to this Lodge Agreement shall be brought exclusively before a competent court located in Zambia under the jurisdiction of the Zambian laws.

17. CREDIT OR DEBIT CARD PAYMENT & IDENTIFICATION

17.1. Upon check-in on the Check-In Date, the Guest must present the credit or debit card used to make the lodge Booking.

If the Guest is unable to present the physical credit or debit card or the name on the credit or debit card does not match the name on the identification document presented by the client, The lodge is entitled to cancel the lodge Booking at its sole discretion, in which event any prepayment shall be forfeited by the Client.

17.2. In the event of a chargeback with respect to the lodge Booking at any moment in time, the client and any other visitor or user of the lodge are obliged to cooperate fully with the investigation of and any other involved third party on the matter. The client and the guest shall in this regard provide additional documentation or information upon first request by the lodge.

17.3. The client and the guest acknowledge that any fraudulent activity, including but not limited to unauthorized bookings or invalid chargebacks, may result in the client and the guest being added to the internal blacklist of the hospitality industry for an indefinite period of time. This will have the consequences of the client and the guest not being allowed to make a reservation at any lodge or hotel in Zambia.

18. SPECIFIC CLAUSES FOR EACH TYPE OF BOOKING

This section includes the specific Clauses of these Terms and Conditions applicable for each type of booking, unless agreed otherwise in the lodge Agreement between Client and The lodge.

A) LODGE STAY

A.1 BOOKING PROCESS

A Lodge Booking for a Lodge Stay, can be made online on the available websites or directly with reservations department of the lodge (e.g., by email).

The lodge Agreement is concluded by Client's acceptance of the lodge's offer, regardless of whether the lodge makes this offer through a website or via email, telephone or any other means of communication.

The acceptance should always be via email or website. If made via telephone, then it should be followed up with an email or via the website or WhatsApp.

A.2 PAYMENT PROCEDURE

1 A 50% down payment for the lodge Fee shall be paid before check-in, unless agreed otherwise, in writing before hand.

In any event all fees for the duration of the stay, should be paid before or on the check in date.

2.The relevant taxes are included in the fees.

3.Failure to pay within the stipulated time frame and eventual failure to pay will subject the client to all related extrajudicial and pre-litigation costs, court costs and any other costs in accordance with the applicable local rules and regulations.

4. In the event that there has been no payment, the lodge has the right to retain any goods that the Guest keeps in the lodge.

5.Commission costs incurred via online payments or other third-party bookers (for example, travel agencies) are not covered by the lodge.

Note that credit or debit card companies may apply separate charges or commission costs to the cardholder. The client will bear such costs.

7. **Payment options** - The lodge reserves the right to refuse payment by bank cheque, cash, or other means of payment, or to attach conditions to their acceptance.

8. **Lodge Stay Group Booking** - the payment procedure is as set out in the Group Booking Agreement stated above.

The following modification terms apply:

1 day or more before Check-In Date

– The Client is entitled to modify the lodge Booking before the Check-In Date. Depending on the modification a refund or surcharge will apply in accordance with the lodge policy.

1 day or less before Check-In Date and after Check-In Date

- ('early leave') the Client's modification to shorten or downgrade the stay, will not result in any refund (unless specifically and officially agreed upon with the lodge manager or Director} and any unpaid lodge fees remain payable in full. The client's modification to lengthen or upgrade the stay is subject to availability and a corresponding room charge will apply.

Any cancellation or modification must be in writing and sent to the lodge via the following email: to info@royalshalomhotel.com or to the lodge's website (www.royalshalom.co.zm) or WhatsApp number: +260 771016898

FOR CANCELLATION, PLEASE REFER TO OUR CANCELLATION AND NO-SHOW POLICY ABOVE