

MUKALYA PRIVATE GAME RESERVE BOOKING TERMS & CONDITIONS

Booking and Payment Terms

- A **50% commitment fee** is required to confirm a booking.
- Provisional bookings are held for **24 hours**, after which they will be released if payment is not received.
- The **commitment fee is refundable until 60 days prior to travel.**
- Bank charges are not included in the invoice, and an additional **\$10 fee** applies for bank intermediary fees.
- Full payment is due **60 days prior to arrival.**
- Late payments may lead to **reconfirmation or cancellation.**
- **Third-party services** (such as additional activities) will only be confirmed after full payment, and their own terms apply.

Confirmation of Booking

- Once a booking is confirmed **in writing** (via WhatsApp or Email), the **cancellation policy applies.**

Cancellation Policy

- **Penalty of 25% of total reservation value** if cancelled **up to 61 days prior to arrival.**
- **Penalty of 100% of total reservation value** if cancelled **60 days or less prior to arrival.**
- **FESTIVE SEASON**
 - For the FESTIVE period defined as **15 December - 5 January annually:**
 - **Penalty of 50% of total reservation value** if cancelled **up to 121 days prior to arrival.**
 - **Penalty of 100% of total reservation value** if cancelled **120 days or less prior to arrival.**
- **COVID-19 travel restrictions** → Fully refundable **only if governments enforce border closures.**
- **Postponement or changes** → **25% service charge** applies.
- **No refunds for early departures or no-shows.**
- **Third-party refunds** depend on receiving refunds from the service provider (excluding bank charges).

General Inclusions & Exclusions

Included in the booking:

- Accommodation (**NON-SMOKING**)
- Three Meals & Snacks on Activities (**Halal friendly**)
- Starlink WIFI In Rooms & Main Area
- Filtered Water, Selected Teas & Coffees
- Two Activities Per Night of Stay:
 - **2hr Game Drive**

- **2hr Safari Walk**
 - **2hr Standard Boat Cruise**
 - **Hike to Hot Spring**
- Use of Bicycles
 - Sauna During Selected Hours

Not included:

- All Beverages (unless selected local beverages)
- SPA Treatments (unless stated)
- Transfers to & from Mukalya
- Private Activities
- Charged Activities
- Electricity (lodge operates 100% on solar power & gas geysers or fire-heated boilers)
- Breakages

Pilot/Guide Accommodation

- Guides and pilots accompanying guests must book accommodation at a **non-commissionable rate**, which includes meals but excludes activities.
- Private field guides must book a **private vehicle at an additional cost** if they wish to join safaris.

Check-In & Check-Out Times

- **Check-in:** 14:00 hrs
- **Check-out:** 10:00 hrs
- **Early Arrival:** \$50 per person (includes breakfast, & lunch requires prior approval).
- **Late Departure:** \$65 per person (includes lunch & 1 activity, requires prior approval).

Group Bookings

- A group is defined as any booking occupying **60% or more of the lodge capacity**.
- Groups must book **exclusive use of the lodge** and will be billed accordingly.
- Special payment and cancellation terms apply to group bookings.

Health & Travel Requirements

- Mukalya is a **malaria-free zone**.
- **Yellow fever vaccination** may be required if traveling from an endemic country.
- Mukalya is **not responsible for losses due to Force Majeure events** (natural disasters, pandemics, or government travel bans).
- Guests are strongly encouraged to **purchase comprehensive travel insurance** to cover cancellations, medical emergencies, and flight disruptions.

Child Policy

- **Children will be billed as follows:**
 - **Infants under the age of 2 years:** Stay free of charge.

- **Children aged 3 - 12 years:** Stay at **50% of the adult rack rate** when sharing with either one adult or child.
- **A single child accommodated in their own suite will attract the full adult rack rate.**
- **A private vehicle must be booked** for families traveling with children under 10.

Private Vehicle Policy

- Guests can pre-book a **private safari vehicle** at an additional cost (subject to availability).
- **Required for:**
 - Families with children under 10 years.
 - Private guides accompanying guests.
 - VIP or exclusive safaris.

Special Requests

- **Dietary requests, birthdays, or special arrangements** must be communicated at **least 14 days prior** to arrival.

Festive & Seasonal Terms

- **Festive Season:** December 15 - January 5 & All Zambian Public Holidays
- A **minimum stay of 3 nights** is required during those periods.
- Christmas & New Year's Day arrivals and departures **must be pre-approved**.
- Seasonal rates and cancellation terms may apply.

Additional Policies

- **No outside food & beverages** allowed on the property.
- **Strictly non-smoking lodge.**
- **No loud music, singing, or shouting**—guests must respect others' peace and privacy.
- Mukalya reserves the **right to decline bookings** that create unsellable inventory gaps (e.g., 1-night stays).
- **Rates are subject to availability & change without notice.**

For further inquiries, please contact reservations@mukalya.co.zm.