

# HAKUNA MATATA LODGE - TERMS AND CONDITIONS

## LODGE PAYMENT AND CANCELLATIONS POLICIES

- All confirmed reservations require a 50% initial payment to secure your booking.
- The remaining 50% balance is required 8 days or earlier prior to the tour(s) departure.
- Cancellations 30 days (+) prior to the tour/s departures are eligible for a full refund, operational fees apply.
- Cancellations (21-15 days) prior to the tour/s departure are eligible for a 75% refund, operational fees apply.
- Cancellations (14 - 8 days) prior to the tour/s departure are eligible for a 50% refund, operational fees apply.
- Cancellation notified 8 days or less prior to the tour/s departure will not be eligible for any kind of refund.
- Guests that exit the lodge prior to the end of their tour are not eligible for any kind of refund or further claim.
- Unforeseen circumstances can be evaluated on an individual basis, please speak with your travel consultant.

