

Amanzi Houses Terms and Conditions

We would ask that you read these carefully. By placing a booking with Amanzi you are agreeing to be bound by the Terms and Conditions detailed below which form the basis of your contract with Azley Enterprises T/A Amanzi Lodge.

Making a booking

Any dealings regarding a reservation must be dealt with exclusively through Amanzi Reservations, 1 Masasa Lane, Kambanji, reservations@amanzi.co.zw.

By signing this document you acknowledge that all members of your party agree to be bound by these Terms & Conditions.

The number of persons occupying the property must not exceed the number agreed at the time of the booking. Amanzi reserves the right to refuse entry to the entire party if this condition is not respected. If knowledge of additional guests is made aware once entry to the property has already been made, Amanzi reserves the right to do one of the following:

1. Ask the whole party to leave immediately without any refund of money paid for unused days
2. Agree an additional charge for the extra guests and take payment accordingly
3. Retain the damage deposit

Maximum guests allowed:

Pevensey House: Six (6)

Pevensey Studio: Four (4)

Hiller: Four (4)

Lewisam Main House: Four (4) Cottage: (1) = TOTAL (5)

Downie: Four (4)

Any additional guests staying in the house will be charged at US\$50.00 per person per night on a bed and breakfast basis.

Number of persons must be stated at the time of the booking. No guarantee is given by Amanzi that there will be any additional accommodation or availability for extra guests.

Please note, a minimum stay of one week (7 nights) is required in order to book, and under no condition, can parties or loud music be permitted at these establishments.

Entertaining Guests

Please note, should you wish to entertain at any of our properties, you are allowed to host a maximum of 4 guests. If you have more than 4 guests, you are required to seek approval from Amanzi prior to entertaining

Payment

A deposit equal to 50% of the total rental cost is to be paid at the time of booking.

Balance of rent, along with the damage deposit, is due at least 14 days before the beginning of the stay. Failure to pay the balance on or before the due date shall be construed as a cancellation on your part and any deposit paid will be forfeited (unless otherwise agreed).

In the event that a booking is made less than 14 days before the commencement of the rental, full payment, by cleared funds is required at the time of booking.

Any additional costs incurred at Amanzi Houses during your stay must be paid for in full by the guest on presentation of invoice and prior to check out.

We are pleased to accept the following forms of payment:

1. Bank Transfer: (All charges to be paid by the Visitor). Bank details available upon request.
2. Credit Cards - Visa or MasterCard accepted.

Cancellation Policy

In the event of a cancellation we will make every effort to re-let the property you have booked.

If we are successful then full repayment of any funds paid will be made, provided we can re-rent the same property, for the same or greater amount. If the amount the property is rented

for is less than your original booking, you will only be refunded the difference. However, if we are not successful in re-letting the property then any funds paid will be forfeited.

Amendments to your booking

Guest must notify Amanzi of any amendments to their booking by e-mail to reservations@amanzi.co.zw as soon as possible. Amendments are subject to availability and those made outside the cancellation period may be subject to cancellation charges. Any additional days required can be discussed with Amanzi Reservations who will endeavor to facilitate this. Amendments are payable up front. Under no circumstances will the refundable deposit be used to cover additional days

Checking In and Out

When confirming your booking you should provide us with an estimated time of arrival so as we can organize a manager to check you into the house.

Check in time is 12 Noon

Check out time is 10am

Please check with reservations in regards to early check ins and late check outs as they are subject to availability.

Additional Charges

A damage deposit will be secured against all bookings as follows:

1. \$500 for a rent up to 3 weeks
2. \$1000 for a rent over 3 weeks
3. \$1500 for a rent over 6 weeks

Should costs arise for any of the following it will be communicated with the tenant within 2 weeks of their departure and the balance refunded accordingly. Should no extra charges arise deposits will be refunded within 2 weeks of your departure.

Damages

It is the Guest's responsibility to keep the interior and contents of the property in the same state of repair and cleanliness as at the beginning of the letting, allowing for reasonable wear and tear. In the event of any breakages, damage or extra cleaning required after the Guest has vacated, Amanzi will notify the Guest by e-mail within 2 weeks of vacating the premises advising the damages caused and any costs incurred. Amanzi Lodge reserve the right to add a reasonable administration fee to cover the time incurred dealing with the damages.

In the event of any complaints of noise or disrespect and damage to the property Amanzi have the right to ask you to leave with immediate effect and without any compensation for unused days.

Telephone Calls

Telephone Calls are charged separately.

Keys

A set of keys will be issued to the guest upon arrival. Extra keys, if available, will be supplied upon request. In the event that keys are not returned upon departure from the property, or in the event of lost keys, a charge of \$50 will apply.

Pets

No animals are permitted on the property.

Linen

Linen and towels are changed once a week. Should you wish to have your linen and towels changed more regularly this can be arranged at a cost of \$20 per bedroom.

Cleaning

As part of your contract the property is cleaned on a daily basis by a maid who will be

responsible for working between 6.30am-12 noon and 3pm-5pm. Any additional hours will be charged as overtime at a rate of \$5 per hour.

Babysitting

This can be organized directly with the house maid. Price guide: \$5 per hour after midnight \$10 per hour

Generator

A back-up generator is provided in case of power outage. The generator fuel is included in the accommodation rate, and is allowed to run up to, and no later than 11:30pm.

Food & Beverage

Breakfast

Breakfast will be catered to the number of guests booked into the house. Any additional guests to the house will be charged \$10.00 per breakfast served.

Lunch

Lunch is on a self-catering basis, a fully equipped kitchen is at the guest's disposal. If the guest would like a meal cooked for them, sufficient notice must be given and the meal will be charged at \$15.00 per person.

Dinner

Dinner is on a self-catering basis, a fully equipped kitchen is at the guests's disposal. If the guest would like a meal cooked for them, sufficient notice must be given and the meal will be charged at \$20.00 per person.

Bar

An honesty bar is situated at the house, guests are asked to record the beverages consumed which will be added to the final bill.

Internet

Internet is provided wirelessly on a shared network to house guests only. Internet speed of up to 2Mbps. Guests will find the log-in password in the Guest Directory. If the guest requires a higher speed internet connection, this can be arranged provided sufficient notice of two (2) weeks is given and the additional charge will be covered by the guest.

Security

One security guard will be provided to patrol the property every night from 6pm to 6am.

All keys and gate remote will be handed to you upon check in.

All items/valuables must be insured by yourself and is at your own risk; we are not responsible for any loss or damage to these items.

I hereby acknowledge that I have read and fully understood the above terms and conditions and I agree to abide by them.

Amanzi and its employees cannot in any circumstances accept liability for any personal injury, illness, loss of life, damage, loss or accident to personal property.

SIGNATURE: _____

DATE:
