



TERMS AND CONDITIONS

RATES

All room rates and fees are in United States Dollars (USD). Rates, inclusions, and room occupancies are as stated in your confirmation and rates may be subject to change at any time without notice.

ARRIVAL AND DEPARTURE

Check-in Time 13:00 hours / 1.00pm

Earlier access is subject to availability on day of arrival.

Check-out Time 10:00 hours / 10.00am

For guests requiring a later check-out, a fee equal to 50% of the room rate is applicable up to 18:00 hours / 6.00pm and a full night's rate is required after this time.

RESERVATION PROCEDURE

Kindly share the following information to receive a Reservation Summary:

- Guest valid ID or passport copy
- Check in and Check out dates
- Any additional Activities or Transport

2025 / 2026 YEAR

For travel in LOW SEASON (1 March - 31 May and 1 Oct - 14 Dec) 2025/2026

- 30% non-refundable deposit of total room charges is required to confirm the booking, this needs to be paid 14 days after the reservation is made.
- Full and final payment is required no later than 30 days prior to arrival.

For travel in HIGH SEASON (15 December – 29 February and 1 June - 30 Sept) 2025/2026

- 50% non-refundable deposit of total room charges is required at the time of booking.
- Full and final payment is required no later than 30 days prior to arrival.



PAYMENT GUARANTEE POLICY

A valid credit card guarantee is required at the time of booking and a reservation will be deemed confirmed after processing of all deposits and payments according to the below terms. Nile Safari Lodge reserves the right to release bookings without prior notice if full payment is not received on time.

Confirmation is subject to receiving all guest names, particularly for multiple room bookings as well as a deposit of 30% to secure your bookings.

Please Note, payments should be made to only below bank details.

Payment is accepted by bank transfer or credit card payment which in due process will have transfer charges. All guests must be accompanied by passport or ID verification.

Banking Details Below (NOVAM LTD USD Account):

Account Name: NOVAM LTD

Account Number: 6006392456

Bank Name: ABSA Bank Uganda Limited, Kampala, Uganda

Bank Swift Code: BARCUGKX

***NOTE:** Contact us for details if making an international bank transfer. Please use the name of the guest/party or invoice number (as per invoice) as a reference for all bank transfers/deposits. All payments must be received in FULL i.e. NETT of any changes.*

ADDITIONAL GUESTS AND CHILDREN SURCHARGES

Child and Sharing Policy

1. Children's rate: Under 5 years, accommodated free if sharing room with full paying adults (Maximum two children)
2. Children of 5-15 years of age accommodated at reduced rates when sharing a room with full paying adults.
3. Children in their own room or of 16 years and above pay the relevant full adult rates applicable.

Tour Leaders and Agents

1. Tour Leader/Guides are accommodated at \$250. The Tour Leader/Guide must be a member of staff working on the trip for the group. One Tour leader per group is allowed.
2. Agents/Fam Trips are accommodated at \$150 per person, this rate applies only after completing the Agent form.
3. Pilots \$250.

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CANCELLATION POLICY

If you are unable to travel (or utilize the accommodation and services previously confirmed), cancellation fees may apply.

A change in the length of stay or dates of your reservation is subject to availability and may result in a rate change. A revision made to a booking may also constitute a cancellation. In case of shortened length of stay, the cancellation policy will apply for the cancelled nights. If a booking deposit must be refunded, please note that any credit card surcharge is unable to be refunded. Cancellation, early departure, and no-show fees incurred are the sole responsibility of the Tour agent/client and will be charged accordingly as follows:

Early Departures or No-Shows

A fee equivalent to 100% per night for early departures applies. In the event of a no-show (i.e. if you neither use nor cancel your reservation), a fee equivalent to the value of the entire stay will be incurred. Early departures or cancellations due to inclement weather are fully chargeable.

OTHER INFORMATION

Minimum Age

There must be at least one guest of minimum 18 years of age, with a valid credit card in their name, present upon check-in. This guest must be holding the payment for the travelling party against this credit card.

Smoking

All indoor areas, public areas and restaurants are strictly non-smoking.

Other

Please be advised that service charges, fees and taxes are subject to change at any time without prior notice and Nile Safari Lodge reserves the right to introduce these in accordance with the law. The prevailing tax rates at the time of stay will be charged, along with the introduction of any new fees or taxes.

Please note, it is forbidden for guests to bring their own drinks to the lodge.

