

Roho Ya Chui "soul of leopard"

RESERVATION TERMS & CONDITIONS

DEPOSIT

We require a 20% non-refundable deposit within 10 days from reservation confirmation. Roho Ya Chui reserves the right to cancel the reservation should we not receive the deposit within 10 days. The balance of payment is required 60 days prior to arrival.
Short-lead time reservations must be paid in full immediately.

CANCELLATION

Cancellation of a confirmed reservation (20% non-refundable deposit received) will result in loss of the deposit.

Should a cancellation be received between 60 – 0 days prior to due arrival date, 100% cancellation penalty would be charged.

Roho Ya Chui reserves the right to cancel reservations should full payment not be received within 60 days prior to arrival.

PAYMENT

Our rates are quoted and payable as shown on the invoice in Euro, USD or ZAR.

Direct transfers can be made into our bank account.

All payments should be made in full and free of any bank charges.

TRAVEL INSURANCE

Travel Insurance is recommended, covering for personal effects, personal accident, medical and emergency travel expenses, as well as cancellation and curtailment – as the reservation will be subject to cancellation penalties as detailed above.

VISAS & PASSPORTS

Visa requirements to be checked before departure.

All visitors to Kenya and South Africa are required by law to have a minimum of two blank pages in their passport to enable the entry visa to be issued. If there is insufficient space in the passport, entry will be denied.

AIRLINE TICKETS

In order to comply with international insurance requirements, all airline tickets must clearly show the passenger's title, name and surname (as indicated in their passport). It applies to schedule and charter flights. We would be grateful if you could provide us with the correct information at time of making your reservation.

The airfare and airport tax quote are current and are subject to change without prior warning should the airline impose an increase for any reason. Fares and taxes may increase between time of making a reservation, time of payment and time of the ticket being issued.

Roho Ya Chui cannot be held responsible should airlines discontinue flights or change scheduled timetable resulting in missed connection.

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