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## WILDEBEEST ECO CAMP

### 2017 RACK RATES – RESIDENTS KSH

ROOM TYPE	BATH ROOM	PAX	ROOM ONLY	B&B	B&B+	HB	FB
Camping space (all your own gear)	Shared	1	1,000	1,250	2,000	3,000	4,250
Camping tent & bedding (our gear)	Shared	1		1,750	2,500	3,500	4,750
Dorm bed	Shared	1		1,750	2,500	3,500	4,750
<b>GARDEN TENT</b>							
Single	Shared	1		4,000	4,750	5,750	7,000
Double	Shared	2		6,500	7,500	9,500	12,000
<b>COTTAGE ROOM</b>							
Single	Ensuite	1		6,500	7,250	8,250	9,500
Double	Ensuite	2		8,500	10,000	12,000	14,500
<b>DELUXE COTTAGE ROOM (with kitchenette)</b>							
Single	Ensuite	1		8,500	9,250	10,250	11,500
Double	Ensuite	2		10,500	12,000	14,000	16,500
<b>FAMILY GARDEN TENT</b>							
Single	Ensuite	1		7,500	8,250	9,250	10,500
Double	Ensuite	2		9,500	11,000	13,000	15,500
Triple	Ensuite	3		12,000	14,250	17,250	21,000
Quad	Ensuite	4		14,500	17,500	21,500	26,500
<b>DELUXE SAFARI TENT</b>							
Single	Ensuite	1			10,800	11,800	13,050
Double	Ensuite	2			13,500	15,500	18,000
Triple	Ensuite	3			16,000	19,000	22,750

Net rates	All rates are net in Kenyan Shillings including all applicable Government taxes. Other currencies are accepted as payment at the current exchange rate set by us.
Pax	Total number of people included in room rate.
Child rates	Children 0-2 stay free if sleeping with parents. No other child rates apply.
Room only	Does not include any meals in the rate.
Breakfast	All breakfast options are served from 07:00 to 10:00. There is no earlier breakfast available and no discount for not staying for breakfast.
B&B	Includes a single choice from our basic breakfast menu (fruit salad or eggs or pancake) plus toast and single pot of tea or coffee. Served from 07:00 to 10:00.
B&B+	Includes an English-style full breakfast (sausages, bacon, eggs, beans, tomato) or pancakes and fruit salad plus juice, tea/coffee and toast. Served from 07:00 to 10:00.

HB & FB	Rates include B&B+ full breakfast
Lunch	Served as a home-style buffet or an a la carte selection (depends on numbers). Must be booked to be served at a particular time. Please give at least 12 hours notice.
Dinner	Served as a home-style buffet at 19:00. If your clients do not want to eat at 19:00, please advise beforehand. There is also an option to order from the lunch menu between 19:00-21:00.
Restaurant	Open between 07:00-21:00. No discount/refund if booked meals are not required/taken.
Day room	Available until 16:00. Room rate 75%.
Early arrivals	If pax are arriving at camp before 07:00, they must book for the previous night. No pax will be admitted on site before 07:00 if they are not on the arrival list for the night before. Early check in is subject to availability and should not be expected.

## ROOM OPTIONS

So why is Wilbebeest Eco Camp for everyone? Because we have so many different room types offering different options so your guests can select what suits their comfort level and budget. It is possible even within one group or family that guests prefer different options – and this is easily accommodated.

ROOM TYPE	NO. OF ROOMS	MAX. CAPACITY PER ROOM	BATHROOM	BED TYPES
Dorm A & B	2	6	Shared	6 single beds in each dorm. Sold as one room or individual beds. Some are bunk beds.
Dorm C	1	8	Shared	8 single beds in this dorm. Sold as one room or individual beds. Some are bunk beds.
Garden Tent	6	2	Shared	4 rooms have one double bed, and two rooms have 2 single beds (twin).
Cottage Room	3	2	Ensuite	All rooms have one double bed. There is no twin option.
Deluxe Cottage Room (with kitchenette)	3	2	Ensuite	Maximum of one double bed or two single beds (on request). Room has fridge, and small kitchenette.
Family Garden Tent	3	4	Ensuite	Maximum of one double and two singles or 4 single beds.
Deluxe Safari Tent	8	3	Ensuite	Maximum of one double and one single, or 3 single beds (on request).

All reservations and payments can be made at Wilbebeest Travels office at Wilbebeest Eco Camp. To check live availability, this is available online at [www.wilbebeestecocamp.com](http://www.wilbebeestecocamp.com)

## TERMS & CONDITIONS

### 1.0 Cancellations

#### 1.1 Cancellations of 1-4 bed nights:

7 days notice or less (including no show): 100%

8 – 14 days notice: 50%

#### Cancellations of 5-9 bed nights:

14 days notice or less (including no show): 100%

15 – 30 days notice: 50%

#### Cancellations of 10 bed nights or more:

30 days notice or less: 100%

#### Cancellations of group bookings (11 bed nights or more)

50% deposit of the full reservation at the time of booking. This deposit is non-refundable.

1.2 Cancellations after check-in are subject to the above cancellation terms.

1.3 All cancellations must be done by email. A booking is only considered cancelled, once the guest has received an email reply from Wilbebeest Travels confirming that the cancellation has been received and processed. The onus of ensuring that the cancellation was made is on the guest. In the event of a dispute, it is the responsibility of the guest to provide suitable evidence (email from Wilbebeest Travels confirming cancellation) of a booking cancellation.

1.6 This cancellation policy covers all cancellations and no shows, for any reason.

### 2.0 Deposits

2.1 All private bookings must be confirmed with a valid credit card. All credit card transactions are subject to a 3% surcharge over and above the booking rate. This is calculated at the booking rate divide 0.97.

2.2 Wilbebeest Travels may deduct advance deposits from the guests' credit card in line with the cancellation policy. For example, all bookings for arrivals within 7 days require a 100% non-refundable payment. All bookings for arrivals within 8-14 days of arrival, require a 50% non-refundable deposit.

2.3 Wilbebeest Travels may, at their discretion, process a pre-authorisation or payment against a credit card. Once a payment or pre-authorisation has been made, we cannot reverse, release, remove or lower the authorised amount, until we process the final account on departure. This is a restriction placed on us by the bank, and cannot be negotiated. For more information on this practice we suggest the cardholder contact their card issuer.

2.4 Private bookings of 10 bed nights or more are required to pay a 50% non-refundable deposit at the time of reservation if more than 30 days from arrival. If arrival date is less than 30 days, then 100% payment is due.

2.5 All agent bookings must be paid in full 14 days prior to guest arrival date. Agent bookings of 10 bed nights or more must be paid in full 30 days before guest arrival date.

2.6 All deposits are non-refundable.

### 3.0 Check in, check out & day room

3.1 Check in is from 14:00. Check out is at 11:00.

3.2 Late check out or day room (up to 16:00) is charged at 75% of the rack rate. Late check out or day room (departing after 16:00) is charged at 100% of the rack rate.

3.3 No discount for early check out or for meals not taken.

### 4.0 Airport transfers

4.1 Airport transfers, once confirmed, may be changed or cancelled with no penalty up to 24 hours before the advised arrival time. Changes or cancellations within 24 hours of the expected arrival time are chargeable at 100%.

4.2 A driver or representative will hold a 'Wilbebeest Travels' or 'Wilbebeest Camp' sign. If guests do not see a sign at the airport, they must contact our office by phone. If guests choose to take alternative transport, without contacting our office, they will be liable for 100% of the cost of the original transfer booked with Wilbebeest Travels.

4.3 No compensation will be given for costs of transfers taken by other means not booked with Wilbebeest Travels.

4.4 If guests are unable to fit their luggage in the type of vehicle booked, the guest will be liable for the cost of additional vehicle/s required.

### 6.0 General

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- 6.1 It is a condition of booking that guests agree and adhere to, the terms and conditions of Wilbebeest Travels Limited and Wilbebeest Camp. The person affecting a booking shall be deemed to have accepted the terms and conditions on behalf of all persons named in the booking.
- 6.2 Wilbebeest Travels reserves the right to refuse any booking or admission to hotel for any reason.
- 6.3 Wilbebeest Travels, at their discretion, may request a security deposit or bond on check-in. A credit card authorisation (pre-authority) or cash deposit may be required at time of check in and may be used to cover incidental items such as (but not limited to): cancellations, telephone charges, food and beverages, any breakages or damage incurred, cleaning charges in excess of the normal level of cleaning or items missing from the room.
- 6.4 An acceptable form of photographic identification will need to be produced on check-in.
- 6.5 Only checked-in guests may access guest rooms. Any person who has accessed a guest room, for any length of time, will be assumed to be staying and the occupancy rate for that room will reflect as such.
- 6.6 If after arrival clients are dissatisfied with any aspect of their accommodation and decide to terminate their stay, the amount to be refunded, if any, is at the discretion of the property management.
- 6.7 Bookings made by any means other than booking direct with Wilbebeest Travels (eg travel agents), may be at a rate which is not the regular rack rate. Any complaint or refund should be made through the relevant booking agent.
- 6.8 Wilbebeest Travels accepts no responsibility for any property brought onto the premises, under any circumstances. There will be no compensation or replacement for any personal items subject to loss, damage or theft, whatever the circumstances, however caused.
- 6.9 If rates include meals or other services, no refund or discount will be owed for any meals or services not used.
- 6.10 If a refund is owed, Wilbebeest Travels will not refund any costs, fees or charges by third parties, which may be incurred during the process of collecting payment or processing a refund.
- 6.11 While every care is taken to ensure the accuracy of the information contained in websites, brochures, and other marketing avenues, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured at any time. While all details are correct at time of going to print or publishing, these may be subject to change from time to time. Wilbebeest Travels is not responsible for any incorrect, misrepresented or misinterpreted details.
- 6.13 Wilbebeest Travels shall not be responsible for any loss or damage which a guest may suffer arising out of events beyond its control or the control of its suppliers (including, without limitation, fire, failure of electrical, water, gas or other power supplies, strikes, industrial action, terrorist activity, technical problems with transport, illness of entertainers and bad weather), nor for any curtailment, cancellation or change to any accommodation, activity or itinerary or any other consequences which arise as a result of such events. There will be no discount or refund owed for any such events.
- 6.14 Wilbebeest Travels shall not be liable for the willful or negligent acts and/or omissions of such carriers and/or service providers. Wilbebeest Travels will not be liable for any accident, injury, delay, property damage or personal loss to you or those travelling with you in connection with any accommodation, transportation, or other travel services resulting directly or indirectly from any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule. Please note that all travel documents, observance of laws and regulations of various Governments are your responsibility.
- 6.15 Wilbebeest Travels strongly recommend guests purchase comprehensive travel insurance at time of booking. The policy should include, but not be limited to, the following cover: loss of deposit through cancellation; loss or damage to personal baggage and loss of money and medical expenses, expenses caused lost luggage – delaying or cancelling safaris, cancelling onward travel.
- 6.16 It is assumed that by utilising the travel services provided by Wilbebeest Travels, you agree to the terms and conditions, even if no document is expressly signed to the effect.