

General Booking T&Cs:

- All rates are quoted in United States Dollars
- We do not offer Single Supplements; the Solo Traveller rooms are priced to cater for that request
- Rates are inclusive of Zimbabwe Tourism Authority 2% Levy and VAT where applicable
- All rates are subject to change without notice, but confirmed bookings will be honoured at booked rates
- All Bank charges are for the account of the Payee
- The Loft beds in the family rooms are not suitable for children under 8; not suitable for adults
- Prior notification required for special dietary needs or allergies

Provisional Bookings Policy:

- Provisional bookings made more than 60 days before intended travel will be held in the system for 14 days
- Provisional bookings made 29 - 59 days before intended travel will be held in the system for 7 days
- Provisional bookings made 15 - 28 days before intended travel will be held in the system for 48 hours
- Bookings made less than 14 days before intended travel will only be confirmed upon full payment
- Deposits required to confirm provisional bookings are based upon the Standard Cancellation Policy
- The onus is on the agent or guest to ensure that the booking is confirmed and acknowledged by Pamarah Lodge before the provisional expiry deadline.

Cancellation Policy:

- Cancellations made 0 - 14 days before travel: 100% cancellation fee
- Cancellations made 15 - 28 days before travel: 70% cancellation fee
- Cancellations made 29 - 59 days before travel: 50% cancellation fee
- Cancellations made 60 - 90 days before travel: 20% cancellation fee

Additional Details:

- Check out time is 7am to 10 am. Check in time is 2pm to 8pm. Early check in / late check out can be arranged subject to availability
- Breakfast is served from 7am to 10am
- Guests joining us for the fixed three-course dinner meal must book by 2pm
- The all day Express menu is available from 12pm to 9pm
- Transfers are not included in the rate but arrangements can be made
- All rates include full breakfast and WiFi
- Reception can assist with all bookings of Third Party Excursions / Activities and Taxi / Transfer services
- Off-road parking available
- Outdoor restaurant, seating area and swimming pool
- We are a non-smoking site
- All rooms are ensuite with air conditioning, full spectrum of universal power points and USB chargers, and tea & coffee facilities
- Only registered, paying guests are permitted on the premises.
- Non-paying guests are NOT permitted on the premises of Pamarah Lodge unless prior arrangements have been made with management. Please arrange with Management, should you be expecting Guests.
- All rooms are strictly non-smoking. Smoking in rooms will incur a \$500 special cleaning fee.
- All guests are required to provide identification upon check-in, failing which Pamarah Lodge reserves the right to deny the guest access.
- Guests are encouraged to ensure adequate insurance cover is in place for all eventualities prior to their arrival and to take necessary care with personal items and valuables. Electronic safes are provided in each room for this purpose.
- Please consider other guests and always keep the noise levels to a minimum. Should the guest/s behave in such a manner, which is not acceptable by civilized standards, the guest/s may be asked to vacate the premises.