



# BOOKING TERMS AND CONDITIONS



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By confirming a booking, you are entering into a contract with Sirikoi Ltd and thereby agree to abide by our Terms and Conditions as outlined below.

## TO PLACE A PROVISIONAL BOOKING

Please send your booking request to [bookings@sirikoi.com](mailto:bookings@sirikoi.com)

- A return email will be sent to confirm the room(s) is held, along with the expiry date of the provisional booking.
- You are required to confirm the booking before the expiry date; otherwise, it will automatically be cancelled. If you require more time, the expiry date may be extended upon request.

## TO CONFIRM A BOOKING

Bookings are confirmed upon **receipt of written instructions/booking voucher** and payment of a **20% NON-REFUNDABLE deposit**. The full balance payment is due **60 days prior to guests' arrival**. Upon receipt of full payment, a **final Reservation Summary/check-in voucher** will be issued.

Please ensure that the booking voucher/written instructions include the following information:

- Accommodation type (Luxury Tents, Sirikoi Cottage, Sirikoi House)
- Date, time, and method of guests' arrival and departure
- Names and ages of all guests in the group, and rooming requirements (doubles, singles, triples)
- Any special dietary requirements
- Flying Doctor's evacuation insurance details

## CHECK-IN AND CHECK-OUT

- **Check-in time: From 11:00 AM** on the day of arrival.
- **Check-out time: By 10:00 AM** on the day of departure.

## CANCELLATION & AMENDMENT POLICY

All cancellations must be made in writing. Cancellations will only be effective on receipt by us of written notification.

In respect to cancellation, reduction of rooms, reduction of number of nights, or postponement requests made:

- **More than 51 days prior to arrival** – 20% of the total booking value is forfeited.
- **Between 50 and 31 days prior to arrival** – 50% of the total accommodation value is forfeited or charged as a cancellation fee.
- **Within 30 days of arrival, including no-shows** – 100% of the total accommodation value is forfeited or charged as a cancellation fee.
- No refunds will be issued for **flight cancellations or early departures** from the lodge.

**EXCLUSIVE USE** - Please note that the above cancellation terms do not apply to exclusive-use bookings. Exclusive use applies to requests to book 80% or more of our rooms, which equates to a minimum of 8 rooms. General terms for exclusive-use are determined on a case-by-case basis upon receipt of the request by our Reservations Office.

## REFUNDS

Sirikoi Ltd has the right at any time and at their discretion to cancel or make alterations to any accommodation or excursion that poses a risk due to weather, political unrest, or any other cause. Any extra expense arising out of the cancellation or alteration of accommodation or excursion will fall to the guests and/or their agents.



## LEWA MARATHON

A few days before the **Lewa Marathon**. Lewa is very busy, and game viewing can be disrupted in some areas. For visitors not taking part in the marathon, it is not an ideal weekend to visit.

## PRIVACY POLICY

We do not disclose or sell your personal information to others for use in their mailing lists or databases. We use your personal information internally and share it with other people or organisations who need to know it as part of working with us in our normal business activities. We may need to share your personal information with a few trusted parties, with or without obtaining your consent, that help us provide our services. These include:

Our Lodge, Law enforcement agencies or governmental organisations where disclosures are required by applicable law, Banks and payment gateway service providers, Any successors to our business.

The use of any personal information provided by you to, or automatically collected from, a third party will be governed by that party's privacy policy. We are not liable for any loss or damage arising from third parties unauthorised to access this information.

## PRICE VARIATIONS

In the event of an increase in **taxes, training levy, or service charges**, Sirikoi Ltd reserves the right to adjust all rates accordingly from the date of such change and without prior notice.

## FORCE MAJEURE

If acts of God or government authorities, natural disasters, or other emergencies beyond a party's reasonable control make it illegal or impossible for such a party to perform its obligations under this contract, such party may terminate this contract upon written notice to the other party without liability.

## CHILD POLICY

Sirikoi welcomes children aged 6 years and older

- Child rate applies to children aged 6 - 15 years
- Children 12 years and younger must share a tent with an adult and cannot stay alone in a tent.
- If a child of the permitted age stays in their own tent, the single room rate will apply.
- For children sharing a twin or triple tent:
- The first child will be charged the adult sharing rate.
- The second and third child will be charged the child sharing rate.
- When one adult shares a twin or triple tent with a child or children, the adult sharing rate applies, along with the child rate for each child.
- Parents are responsible for supervising and caring for their children at all times

## TRAVEL AND MEDICAL INSURANCE

- All guests are **required to have comprehensive travel and medical insurance covering cancellation, medical expenses, personal baggage, and money.**
- All guests must have a **temporary Flying Doctors Membership** (air evacuation in medical emergencies).
- The agent or guest hereby agrees to indemnify the properties from any loss, liability, damage, or cost incurred due to failure to inform guests of the need for travel insurance or guests' failure to obtain such insurance.

## AGENT WARRANTIES

- The agent warrants that they have the **capacity and authority** to make the booking on behalf of guests and will accept full responsibility, whether **financial or otherwise**, for all bookings made.
- The agent warrants that all information provided about themselves, or their guests is true and accurate.

## LIABILITY DISCLAIMER

It is agreed that there are certain risks associated with a visit to Sirikoi Lodge and Lewa Wildlife Conservancy, including risks associated with being near wild and unpredictable animals, unpredictable weather, and rough terrain. Therefore, this visit to Sirikoi Lodge and the Conservancy is entirely at guests' volition and risk. We shall not be held liable for any loss or damage whatsoever to personal property, or any claims or demands from guests on account of injury, illness, or death to persons visiting the property.

## DISPUTES

All concerns must be brought to the attention of Sirikoi Ltd **prior to the client's departure** to resolve issues on the ground. If this is not possible, concerns must be submitted in writing within **14 days after departure**. Any disputes will be subject **exclusively** to the Kenyan legal system.





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