



Address: Gladstone Farm, Matopo
Email: reservations@matopoingwelodge.co.zw
Phone: +263-779-063-307
Website: matopoingwelodge.co.zw

Matopo Ingwe Lodge Terms and Conditions

1. Booking Confirmations

- A 30% deposit is required to confirm a provisional booking if the booking confirmation is outside 14 days of arrival.
- Full payment of the booking will be required within 14 days before arrival.
- Booking cancellations are subject to cancellation policy below.
- No booking will be cancelled or amended unless notified in writing.

2. Booking Confirmations Cancellation Policy

- 30% cancellation fee (deposit forfeit) from 14 to 7 days prior to travel.
- 50% cancellation fee if cancelled 7 to 3 days prior to travel.
- 100% cancellation fee if cancelled within 3 days or less prior to travel or any no-shows.

3. Third Party Services

- These include but are not limited to third party Transfers operators, Game Drives or any activities not provided by Matopo Ingwe Lodge.
- The Company is not liable for any loss, damage, injury, illness (including but not limited to contracting COVID-19), death, disability, loss of support, additional costs, delay, or irregularity that may be the error or default, act or omission whether willful or negligent of any third-party supplier.

4. Insurance

- It is highly recommended for guests to obtain some level of insurance. The guests accept sole responsibility to ensure that they carry the correct fully comprehensive travel and medical insurance to cover themselves, as well as any dependents/ travelling companions. This insurance should cover but not limited to, the following possibilities: delay or cancellation of an activity, emergency evacuation expenses, medical expenses, personal injury, illness (including but not limited to COVID-19), loss of support, death and disability, hometown repatriation costs, consequential loss, damage/theft/loss of personal baggage, money, and belongings. Guests will be charged directly by the relevant service providers for any emergency services they may require and may find themselves in a position unable to access such services should they not be carrying the relevant insurance cover.

5. Rates increase and any additional payments

- Rates are subject to change due to increases in supplier costs, currency fluctuations and/or Government levies or taxes. The current rates are available on our website.

6. Disclaimer, Indemnity and Waiver



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- Matopo Ingwe Lodge chalets are unfenced and are built to allow guests to enjoy the natural environment. Though this presents a low level of risk, dangers to guests of suffering bodily injury, illness and even death or damage to property arising from amongst other things travelling in an open/closed vehicle, the presence of wild unpredictable animals, insects and reptiles. Undertaking and/or participating in any Activity offered in these areas is done so entirely at the guests own risk. Matopo Ingwe Lodge shall not be liable to the guest or any of their dependents, spouse, life partner, children, travel agent, tour operator, tour organiser or intermediary that organised or was involved in arranging the travel activities for any claim of whatever nature or cause in connection with the provision of the services (whether in contract or delict) and whether for damages for personal injury, illness (including but not limited to COVID-19), harm, death or disability, loss of support, damages, and loss of property however arising, including acts of negligence.

7. Privacy Policy

- Matopo Ingwe Lodge has a strong commitment to respecting the privacy of personal information provided to it. The Company's Privacy Policy sets out the basis on which any personal information that it collects from you will be used. The latest version of the Privacy Policy is available on our website.

8. Dispute Resolution

- Any disputes arising from the Terms and Conditions, Booking Confirmation and/or Booking Cancellations will be dealt with in accordance with the laws of the country.

9. Revisions to Terms and Conditions

- Matopo Ingwe Lodge reserves the right to amend, revise or update its terms and conditions from time to time. The latest version can be obtained from our website matopoingwelodge.co.zw.