



THE
RETREAT
 AT NGORONGORO
RACK RATES-2017

Seasons for 2017:

Green season: April-May.

Shoulder season: March, November, December 1st-19th.

Peak Season: January-February, June-October, December 20th-31st.

Rates below are quoted in **US Dollars**, and are **per room** as indicated inclusive of VAT. **Please note, a tourism development levy (TDL) of US\$1.5 per person/child per nite will be added to the invoice.**

Seasons	Meal Plan	Single Cottage	Deluxe DBL/TWN Cottage	Triple Cottage	Quadruple Cottage
Green	FB	US\$285	US\$320	US\$420	US\$545
Shoulder	FB	US\$330	US\$400	US\$560	US\$715
Peak	FB	US\$400	US\$540	US\$720	US\$940

1. ROOM CONFIGURATIONS

- Twin cottages:** We have a total of 21 cottages. Each of these cottages has 2 beds-A King (200 x 200cm) and a Queen (200 x 180 cm). These cottages can accommodate a maximum of 3 adults or 2 adults + 2 children under 12 years old.
- Double cottages:** We have a total of **6 double cottages**, each of these cottages have 1 bed, a KING, 200 x 200 cm.
- Interconnected cottage:** We have **4 such cottages**, each comprising of a TWIN and a DOUBLE. Maximum occupancy is 5 adults or 5 adults or 4 adults + 2 children under 12 years old.
- Quadruple cottage:** We have **one** such cottage. This is a two bedroom villa, it has 2 rooms each with KING beds, a common living area and a generously sized deck. This villa is ideal for 2 couples. On request, the living room can be re-arranged to add 2 more queen beds.
- Others:**
 Baby cots/sofa beds: These can be arranged. Please inquire with our reservations department at the time of booking.

- Single room policy:** A maximum of 3 singles per any one booking will be charged at SINGLE room rate. All additional singles shall be charged at twin/double room rate.

- CHILDREN POLICY:** Children of all ages are welcome in our lodge, however conditions below apply.

Children under 3 years sharing with 1 or 2 adults	Free of charge.
Child 3-12 years old sharing with 1 adult	Adult pays SINGLE rate, Child, 50 % of per person adult twin sharing rate.
Children 3-12 years old, sharing with 2 adults	50% of per person adult twin sharing rate.
Children 8-12 years old, in own cottage	75% of adult per person sharing rate.



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4. EXTRA MEALS (inclusive of VAT)

Breakfast: US\$15 per person

Lunch: US\$20 per person.

Dinner: US\$25 per person.

Children meals (5-12 years): 50% of adult rate shown.

5. OTHERS

❖ Christmas Supplements (24, 25 and 26 Dec, 2017) US\$35 per adult, (5-12 yrs old): 50% of adult rate

❖ New Year supplements (Dec 31, 2017): US\$35 per adult, children (5-12 yrs old) 50% of adult rate.

❖ Late departure (Check out by 14:00), includes lunch: US\$100 per person sharing.

❖ Honeymoon supplement: US\$60 per room. This supplement covers the following:-

➤ Fruit basket

➤ Bottle of sparkling wine.

6. ACTIVITIES AVAILABLE AT THE LODGE: There are a range of activities that can be planned at the lodge. Please enquire with the reception or reservations office for more details and costs.

- a) **Biking activity:** This is a guided tour that takes between 2-3 hours and is sure to leave you with an interesting experience about day to day activities in a typical IRAQW village.
- b) **Walking tour within the lodge's grounds:** This is carried out at no extra cost. You will be guided by one of our staff. This tour takes you through the jogging trail, amphitheater, the lake, orchard and vegetable garden. Approximate time to do this tour is about 45 minutes to 1 hour. If you wish to take a longer tour, we recommend going around the property to include visit to boundary of Ngorongoro forest and lodge sponsored kindergarten.
- c) **Gym:** We have gym equipped with necessary working out equipments.
- d) **Swimming pool:** An infinity pool is available for in house guests only.
- e) **Endoro Falls walk:** This walk takes you through to Ngorongoro Forest towards Endoro Falls and Elephant caves. This activity takes about 2-3 hours.
- f) **Iraqw cultural tour:** This tour gives you an insight about the cultural background of IRAQW people and their customs and ways of life. This tour takes about 2 hours.
- g) **Quad Biking experience:** For those who are more adventurous, this is an experience not to be missed. Tours range from 1 hour to a full day experience.
- h) **SPA SERVICES:** Lotus Thai spa offers authentic THAI spa services. Please enquire at the reception about SPA menu available. If advance booking required, please write to our reservations so that more information can be sent to you. All payments for SPA services must be handled directly with the SPA.

FINE PRINT: Some of the activities/tours above are provided by third party(s). The lodge does not take any responsibility towards such tours. Information above has been provided in good faith in order to enhance your experience. We recommend that you get full details before embarking on any of the tours depending on your personal preference.



7. TERMS AND CONDITIONS

- a. **STO RATES:** These are confidential rates agreed between The Retreat at Ngorongoro Ltd and a bonafide tour operator/registered travel agent. These rates will only be applicable if signed by both parties.
 - b. **BOOKING PROCEDURE:** All bookings must be made in writing. Please write to our reservations department on res@theretreatatngorongoro.com
 - c. **Provision of a booked service:** The lodge will only provide service if a confirmed reservation along with agent/client booking voucher/e-mail is presented at the time of checking in.
 - d. **Special service request:** Please ensure that you request for any special attention such as meal restrictions, proximity of cottage to public areas etc in writing at the time of your reservations.
 - e. **Payment procedure:** Your reservations shall only be confirmed once a booking is paid in FULL. This can be done at the time of confirmation or 60-46 days prior to arrival of your guests. **Please be informed, all unpaid bookings at 44 days and under shall be released from our system without notice.** Following methods of payment are available:-
 - i. **Wire transfer directly into our bank account-**Please review your Profoma invoice.
 - ii. **Cheque payment:** This option is available only to agents who have made prior arrangements with the management.
 - iii. **Credit card payment:** A surcharge of 4% applies to all online payments. Please visit our online portal on: <http://www.theretreatatngorongoro.com/pay/index.php>
 - iv. **Cash:** All cash payments must be made at a bank designated on your proforma invoice. Please e-mail deposit advice to us for verification from our end.
8. **Cancellation policy:** All confirmed reservations that may be cancelled or amended will be subject to cancellation policy as described here under. Please note, cancellation/amendment request must be received in writing.
- a. **SHOULDER/PEAK SEASON:**
 - i. Confirmation date-46 days: 20% of booking value
 - ii. 45 days or less: 100% of booking value.
 - b. **GREEN SEASON**
 - i. Confirmation date-31 days: 20% of booking value
 - ii. 30 days or less: 100% of booking value.
9. **Government taxes:** Rates shown above are based on taxes applicable at the time of issuance of this contract. In an event that there is a major change in government taxes/fees, the difference will be passed on to the agent/client.
10. **Check in/Check out time:** Check in time is 12:00 pm; Check out time is 10:00 am. Late check out may be granted at a fee or depending on the occupancy on a given date.
11. **Group bookings:** During PEAK SEASON, for every 15 adult paying persons, you are entitled to 1 person free in a twin sharing. During GREEN and SHOULDER SEASON, for every 10 paying persons, you shall be entitled to 1 person free in a twin sharing.
12. **Rooming list:** We request that rooming list accompanied with all necessary details such as meal restrictions/allergies and other special requirements be sent in advance.
13. **Disputes:** All disputes shall be resolved amicably, in an event whereby such a resolution is not possible, then dispute resolution shall be handled according to the relevant statutes of the Laws of United Republic of Tanzania.
14. **Insurance/Liability:** Reservations and stay at The Retreat at Ngorongoro Ltd is confirmed on an understanding that:-
- a. **Agent/client has made necessary awareness about the location of the lodge (The retreat at Ngorongoro Ltd) and the facilities available within the lodge.**
 - b. **Appropriate insurance cover has been made by booking agent/or client.**

Furthermore, on accepting to stay at The Retreat at Ngorongoro Ltd, guest(s) in question agree That, The Retreat at Ngorongoro Ltd shall not be held responsible for any or all of the Following:-

- i. Damage or loss of property of client/clients howsoever caused.
- ii. Illness, injury or death howsoever caused.

