

2023/2024 INTERNATIONAL RATES RACK

January – December Private & Confidential



☎: +260 970 010 124 | +260 966 748 249

✉: res@royalzambezilodge.com | reservations1@royalzambezilodge.com

📷: [royalzambezi](https://www.instagram.com/royalzambezi) | [f : royalzambezi](https://www.facebook.com/royalzambezi)

🌐: www.royalzambezilodge.com

2023/2024 Int. RACK

| | | SECRET (Jan - May & Dec) | HIGH (Jun - Nov) |
|--|--|-----------------------------|---------------------|
| | | Rack (US\$) - PP/PN | Rack (US\$) - PP/PN |
| DELUXE ROOMS (8) | Adults | \$675 | \$970 |
| | Teenagers (13-16 yrs) - 77% of Adult rate | \$520 | \$747 |
| | Children (8-12 yrs) - 50% of Adult rate | \$338 | \$485 |
| | Children (2-7 yrs) - 25% of Adult rate | \$169 | \$243 |
| | Infants (under 2 yrs) - On Request | Free of charge | Free of charge |
| PRESIDENTIAL SUITES (7) | Adults | \$819 | \$1,113 |
| | Teenagers (13-16 yrs) - 77% of Adult rate | \$631 | \$857 |
| | Children (8-12 yrs) - 50% of Adult rate | \$410 | \$557 |
| | Children (2-7 yrs) - 25% of Adult rate | \$205 | \$279 |
| | Infants (under 2 yrs) - On Request | Free of charge | Free of Charge |
| FAMILY UNIT | 2x Adults & 2x Children | \$2,208 - Per unit | \$3,172 - Per unit |
| GUIDES/TOUR LEADERS (Excludes all drinks and other extras under 'Rates Exclude' Below) | | \$200 | |
| National Park Entry Fee (Prepaid) | | \$85 pp/per day | |
| NOTE: | <ul style="list-style-type: none"> RZL remains open all year round. No single room supplement charged throughout the year (Please check T&C's). Minimum booking of THREE (3) nights is recommended. | | |

RATES INCLUDE:

- Accommodation
- All meals, soft drinks, house wines, local beers, non-premium drinks, filtered water, teas, coffees
- Two (2) activities per day
- Private guiding/vehicle/boat (*Please check T&C's)
- Complimentary 15 min. foot/hand massage at the Royal Bush Spa
- Laundry & Wi-Fi
- Return Royal Airstrip transfers
- Green levy
- 16% VAT and tourism levy

- Activities are weather dependent and your activity of choice on the day cannot be guaranteed. However, your professional guide will be at your service to advise you on the best activity available for you to enjoy. We appreciate your understanding and patience in this regard.
- Please note that National Park and other third-party fees and taxes may be subject to change without notice.
- 3G Payment: We can offer this as an additional payment option in a remote safari location for our guests wanting a convenient platform to settle their accounts, however this does incur a service fee to utilise it. Please enquire with reservations on all payment options available so guests can choose what is the most suitable for them.

RATES EXCLUDE:

- National Park entry fees: \$85 pp/day** (Covers all aspects of park entry including entry for game drives, walking safaris, canoeing, and fishing as applicable (Can be prepaid - please enquire with reservations).
- Champagne, premium wine & spirits, imported beers (various prices)
- Fly-fishing | FOC for up to 2 pax, thereafter \$50 per person per day due to the use of an extra boat (Max 2 pax per boat for fly fishing) *Standard fishing included.
- Fishing tackle hire (\$25 pp/day - can be prepaid).
- Scout fee for Chilapila Hiking Challenge (\$50 flat fee for one scout (Max 6 hikers) More than 6 pax, additional scout is required at extra \$50. (NB: Challenge only available in winter months: June/July/August) (Please check website under activities for more details).
- Cultural Village Visit (\$50 per person - minimum 2 pax. Can be prepaid)
- Late check out fee | \$150 per person to cover lunch & extra activity. Use of room is not included. (Can be prepaid).
- Flights/transfers/charters to the Lower Zambezi.
- Departure Tax at Livingstone, Lusaka & Mfuwe Airports - \$16 pp/per departure payable directly by guest/s at relevant airports.
- Passenger Safety Tax (Light Aircraft) | \$5 pp/per departure. This fee will be added to charter quotes/invoices by relevant charter company.
- Royal Bush Spa & shop.
- Jeki Airstrip Transfer/Activity (Min 2 pax) | \$70 per person one-way. Includes transfer & National Park fees for half day activity. Approximately 1.5 hr transfer or 2-3 hr activity.
- **4.1% Credit Card fee for all payments settled using 3G online payment service. Guests can also settle their accommodation prior to their arrival date via bank transfer & settle any outstanding extras accounts in USD/Kwacha cash in camp.
- Bank charges.
- Lusaka meet + greet | \$20 per person. (Please pre-book).

All rates are quoted in US\$ per person per night (unless stated otherwise) and include VAT where applicable & Tourism Levy.

ROOM TYPES

- **8 x DELUXE SUITES (IDENTIFIED IN NUMBERS): 3, 4, 5, 6, 7, 8, 9, 10.**
- **7 x PRESIDENTIAL SUITES (IDENTIFIED BY NAMES):** Kansanshi, Frontier, Kigelia, Royal, Sipolilo, Wilderness, Trident.
- **1 x DELUXE *FAMILY UNIT:** consists of 2 Deluxe rooms next to each other with a shared outside lounge/play area. Rate based on 2 adults and 2 children between 0 & 16 yrs. 3rd child will attract a \$150 per night surcharge.

Presidential Suites can also be used as a Family Unit option for parents with younger children. Please request quote for any other family combo.

SPECIALS

1. Stay 4/Pay 3: Valid for all room types and all seasons. Stay Pay free night valid for stays from 4 nights plus (Valid for 2023 & 2024).
2. Long Stay Secret Season: 1. Stay 8 nights & get 2 nights FREE | 2. Stay 10 nights & get 3 nights FREE + a FREE Spa Treatment. Both can be combined with honeymoon extras (Valid for 2023 & 2024).
3. FREE Flights: Guests staying 4 nights plus can qualify for free flights on Lusaka – Royal Airstrip route only. Can be combined with Stay Pay special. T&C's apply. Excludes all applicable taxes and levies (Valid for 2023 only).
4. Wild Luxury: please request rate sheet. Cannot be combined with any other specials (Valid for 2023 only).
5. Honeymoon extras: Enquire with reservations on our romantic incentives for newlyweds.

T&C's apply. Specials are only valid for new bookings. For further T&C's or queries, please enquire with Reservations or Marketing.

2023/2024 BOOKING TERMS AND CONDITIONS

ACCOMMODATION

- A minimum 3 night booking is recommended.
- All Deluxe Suites can accommodate a maximum of 2 adults sharing
- Some Presidentials can accommodate triples at a surcharge & subject to availability. Please enquire with reservations.
- All rooms and applicable rates are subject to availability
- Check in: 14:00 | Check out: 10:00. If suites are free on arrival we will assist with early check-in at no extra cost.

CHILD AND TEENAGE POLICY

- Children of all ages are welcome at Royal Zambezi Lodge.
- In booking with Royal Zambezi Lodge it is acknowledged that children are hosted in an unfenced wilderness area and all responsibility and liability for their overall wellbeing is held by their parents.
- The lodge does not provide babysitting services unless booked well in advance and charged at a premium.
- Please discuss the hosting of infants in an unfenced wilderness area with our reservations team.
- Teenager rate charged up to 16 years. Any age above 16 years is considered an adult and will be charged at full adult rates.

SAFARI ACTIVITIES & PRIVATE GUIDING

- Rates include maximum of 2 safari activities per guest.
- All activities are weather dependant and cannot be guaranteed.
- Private guiding – although included for all confirmed bookings, guests activity of choice on the day cannot be guaranteed. If guests would like to guarantee their preferred activity, a prepaid surcharge of \$450 per reservation, per night will apply.
- Furthermore, if guests in the same booking choose different activities, some may be required to share an activity with other guests.
- Activity age restrictions: No U12 years old for canoeing, walking safaris and seasonal hiking.

SEASONS

- We are open all year round and have two seasons: Secret (Low) & High (Peak). Secret Season rates are not valid in High Season.
- Secret Season: 1 January – 31 May and 1 December – 31 December | High Season: 1 June – 30 November.

ENQUIRIES & BOOKINGS

ENQUIRIES

- Our reservations team have a standard 24–48-hour response time and appreciate your patience whilst working through other enquiries.
- Enquiries made for travel within 4 weeks prior to arrival, please email our reservations team with "urgent" in the subject and follow up with a phone call to assist then in flagging it for priority.
- Reservations office hours: Monday – Friday, 08:00 – 17:00 & Saturday; 08:00 – 12:00 (CAT). Closed over Zambian Public Holidays.

BOOKINGS

CONFIRMATION & PAYMENT POLICY:

- Royal Zambezi Lodge is open for bookings for 2023 and 2024 seasons.
- Availability for provisional bookings without payment cannot be guaranteed.

FIT BOOKINGS:

BOOKING, CONFIRMATION AND PAYMENT POLICY

- 20% deposit secures a booking, full payment required 45 days before arrival.
- Bookings made 60–90 days prior to arrival will be held for a maximum of 7 working days if no deposit is received.
- Bank charges: when processing payments to secure booking, agents/guests must ensure to select all bank charges to their account. Any shortfalls on the invoiced amount due to bank charges will be invoiced to the guest in camp to settle upon check out.
- Any bookings made for third party flights (including RZL Flights) must be settled in full upon booking and prior to travel to secure the booking
- Any discrepancies on the confirmation invoice must be addressed

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with our reservations department within 7 days of issue.

- Single room travellers in High Season will need to pay a 20% deposit to confirm the booking. Provisional bookings for solo travellers in High Season will be held for 7 working days without a deposit before being released.

GROUP BOOKINGS:

- 6 pax + per booking qualifies as a group booking.
- A 20% deposit will be required as confirmation to secure the booking.
- Tour Leader nett rate as per rate sheet and includes accommodation, all meals, teas/coffees/filtered water, activities with group, WI-Fi & return Royal Airstrip transfers. Excludes National Park entry fees, all other drinks and items of a personal nature. The TL will be accommodated in an assigned Tour Leader room and will be given a free upgrade to a guest room upon check in if available.
- Full payment required 60 days prior to arrival along with final rooming lists, dietary requirements or any other requests. Reservations made less than 60 days prior to arrival will require full pre-payment to confirm the booking.

STANDARD CANCELLATION POLICY

- Over 8 weeks notice of cancellation – full refund.
- Less than 8 weeks notice of cancellation – 20% of invoice forfeited.
- Less than 4 weeks notice of cancellation – 50% of invoice forfeited.
- Less than 2 weeks notice of cancellation – 100% of invoice forfeited.
- Any bank charges applicable to refunded amounts will be for the agent/guest account.

- Cancellation terms for any third party products, including flights, are applied as per their applicable terms and conditions.
- Terms and conditions are subject to review and change for 2023 and 2024 without notice.

WAIVER

- Royal Zambezi Lodge reserves the right to release bookings should payment not be received by the required date.
- Royal Zambezi Lodge reserves the right to admit or remove any guest whose behaviour negatively impacts the lodge, guests, wildlife and staff.
- Royal Zambezi Lodge will not be held liable for any third party service issues or delays. This will especially relate to flights and logistics getting to the lodge, including RZL Flights.

GUEST REQUIREMENTS & INFORMATION

- Lusaka Airport meet + greets are available for all guests at a fee. This is charged at \$20 per person. Needs to be prepaid to confirm.
- Complimentary Royal Airstrip transfers are included for all guests
- Comprehensive travel insurance for all guests is mandatory.
- Free Wi-Fi is available for guests to connect in their suites. There is no connectivity in all public areas.
- 3G Credit card facilities available in camp (4.1% handling fee applies). Only Visa & Mastercard accepted. Payments are accepted in Kwacha (ZMW) & USD (\$).

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We operate an "open door policy" so please feel free to contact our team if you require further information or would like to discuss an enquiry/booking request.

RESERVATIONS CONTACT DETAILS:

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