

Terms & Conditions 2023

1. All accommodation rates listed are full board only and inclusive of 3 meals per day.
2. The tariffs at the camp/lodge are quoted in US Dollars. Payment can be made in US Dollars or local currency (Ugandan Shillings) at the exchange rate ruling on the day payments are made.
3. The client agrees that he/she is aware of and accepted that he/she may be exposed to a variety of risks and dangers at the camp/lodge.
4. The Client agrees to comply, at all times, whether in the camp/lodge area or participating in any activity, any warning notices and instructions or requirements of the Company's management and/or the person in charge of the activity and will not in any way constitute a nuisance to any other visitor in camp/lodge.
5. The client acknowledges that whilst as much care is taken as possible it is his/her own personal responsibility to take care of his personal possessions at all times and have travel insurance where appropriate. The Company will not be liable for any losses or damages that may occur whilst in camp /lodge.
6. The client agrees to hold harmless and indemnify the Company against any consequences of visiting the Camp/lodge and/or participating in any activities in and at the Camp/lodge and/or arranged and/or provided by the Camp/lodge, including (without limiting the generality of the foregoing) any loss of or damage to personal effects, illness, injury, harm, trauma or death (howsoever caused) or due to any arrangements having to be changed, amended or cancelled and/or legal costs that the Camp and/or the Company may incur.
7. The Company shall be excused and shall not be deemed in default for any failure of performance hereunder, for any reasons beyond its control. Such case shall be deemed to include, without limitation, war, warlike operations, armed aggression, insurrection, riots, fire, explosions, accidents, failure to obtain any government approvals, Governmental acts or omissions, regulations or orders, acts of God, acts of the public enemy, epidemics, quarantine, restrictions or labour troubles.
8. Any complaints regarding the camp/lodge must be made in writing to the offices of the Company within 21 days of staying at the camp/lodge.
9. The person signing/reading agrees that this agreement shall be deemed to be concluded in Uganda, and shall be interpreted according to the laws of Uganda. In the event of any action here under, the Supreme Court of Uganda shall have jurisdiction in regard thereto.

Child Policy, Tour Leaders, Drivers, and Guides

1. Children's rate: Under 4 years, accommodated free if sharing room with full paying adults (maximum two children.)
2. Children between 5-12 years of age are accommodated at 50% of the relevant adult rate
3. Children of above 12 years pay the relevant full adult rates applicable.
4. With exception is our Family Cottage package of 2 adults and 4 children up to 16yrs of age.
5. The Tour Leader is accommodated in a single room on a full board basis. The Tour Leader must be a member of staff working on the trip for the group. Accommodation is subject to availability and may differ in standard to the client accommodation. One Tour Leader per group is allowed at the following rates:
 - 1-4 clients USD100 per night
 - 5-9 clients USD 60 per night
 - 10 clients or more FOC
6. MRL on-site lodge accommodation rates include free driver's accommodation. A full board driver's package (3 meals included) is 20,000ugx per night. Meals are served in the campsite's Acacia Bar.

7. Discounted driver/guide meals are available in the main lodge bar/restaurant upon request and are to be booked in advance

Reservations, Payments, and Cancellation Procedures

1. A deposit of 20% of the value of the booking is required on confirmation of the reservation.
2. Unless otherwise agreed in writing, the agent/client is required to make full payment 30 days prior to client arrival.
3. Reservations that are cancelled, reduced in length of stay or reduced in numbers (collectively known as a cancellation) are subject to cancellation and "no show" fees payable at the discretion of the Company Ltd under the following terms:
 - 90 – 30 days prior to client arrival date: 10% cancellation fee will be charged
 - 30 – 15 days prior to client arrival date: 25% cancellation fee will be charged
 - 3 -14 days prior to client arrival date: 50% cancellation fee will be charged
4. All cancellations or amendments are only accepted when received in writing by the Company.
5. Any bank charges that are associated with refunds made by bank transfer will be deducted from the initial sum.
6. From January 2023 we request that any agents who are holding accommodation at Murchison River Lodge inform us no later than 30 days prior to arrival if a booking is confirmed, and how many rooms the booking will be for. Any accommodation that cannot be confirmed by the agent at that time will be automatically released so we can serve other clients/agents accordingly.
7. Final rooming lists and client names are required in writing by the Company at least 30 days prior to group's arrival.
8. Failure to comply with the terms of payment will result in all bookings being automatically cancelled by the Company.

Bank Details

Foreign transfers pay through: Stanbic Bank Uganda Ltd SWIFT CODE SBICUGKX for further credit to Murchison River Lodge Limited, Stanbic bank - Entebbe Branch, Uganda USD account: 903 000 801 6312

Please be advised that international bank transfer fees incur a \$20 surcharge per payment.

Uganda Bank details:

- Murchison River Lodge Limited, Stanbic bank - Entebbe Branch, Uganda
- USD acc: 903 000 801 6312
- UGX acc: 903 000 595 8392

Please Note the Following for Payment

As per our advertised accommodation rates the per person price is only applicable for guests and registered tour operators and agents who pay for their accommodation in advance via Stanbic Bank.