



SONAYI SAFARI LODGE-EYASI

Gorofani, Mang'ola – Lake Eyasi Road, Tanzania

LODGE POLICIES & TERMS OF STAY

Effective Date: _____

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Prepared by: Reservations & Management Office

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1. Introduction & Purpose

This document sets out the official policies of Sonayi Safari Lodge (“the Lodge,” “we,” “us”), operated under Sonayi Safari Lodge Limited, located at Gorofani, Mang'ola – Lake Eyasi Road, Tanzania, approximately 10–15 minutes' drive from Lake Eyasi and approximately 10–15 minutes' drive from Hadzabe and Datoga community areas. These policies apply to all guests, agents, tour operators, and third parties who make a reservation, stay at, or otherwise engage the services of the Lodge.

This document covers the Lake Eyasi property only and reflects the facilities currently available there. Sonayi Safari Lodge Manyara, currently under construction, will have its own policy document once it is open for guests, reflecting its own facilities.

By confirming a reservation, making payment, or checking in, the guest (or the booking agent on the guest's behalf) confirms that they have read, understood, and agreed to be bound by these policies. The Lodge reserves the right to amend these policies at any time; the version in force on the date of check-in shall apply.

2. Reservation & Booking Policy

- **Booking Channels:** Reservations may be made directly through the Lodge's reservations office, official website, or through an authorized and licensed tour operator/travel agent.
- **Confirmation:** A reservation is considered confirmed only after the Lodge has issued a written confirmation and the required deposit has been received.
- **Rate Validity:** Rates quoted are per room/unit per night unless stated otherwise and are subject to change without notice until a booking is confirmed and deposited.
- **Group Bookings:** Group bookings (8 rooms or more, or 15 guests or more) are subject to a separate group agreement, group rates, and a dedicated deposit and cancellation schedule.
- **Guest Information:** Full names, nationality, passport details, and expected arrival/departure times must be provided at the time of booking for all guests, in line with Tanzanian immigration and hotel-registration requirements.

3. Payment Policy

3.1 Deposit & Balance

- A non-refundable deposit (percentage as stated on the invoice, typically 30–50% of total booking value) is required to secure any reservation.
- The outstanding balance is due no later than 30 days before arrival, unless otherwise agreed in writing. Bookings made within 30 days of arrival require full payment at the time of booking.
- Failure to settle the balance by the due date may result in automatic cancellation of the reservation, with the deposit forfeited.

3.2 Accepted Payment Methods

- Bank transfer (wire transfer) to the Lodge's official corporate bank account.
- Major credit cards (where card facilities are available on-site); a processing surcharge may apply.
- Approved mobile money channels, where explicitly offered by the reservations office.

- Cash payments in Tanzanian Shillings (TZS) or US Dollars (USD) are accepted on-site for incidental charges, subject to the Lodge's daily cash-handling limits.

3.3 Currency & Bank Charges

All rates are quoted in USD unless stated otherwise. Any bank transfer charges, correspondent bank fees, or currency conversion costs are the responsibility of the paying guest; payments must be received net of all charges.

4. Cancellation & Refund Policy

Cancellation Timing	Charge Applied
More than 60 days before arrival	Deposit is forfeited; no further charge.
30–60 days before arrival	50% of total booking value.
8–29 days before arrival	75% of total booking value.
0–7 days before arrival / no-show	100% of total booking value.
Early departure / shortened stay	No refund for unused nights once the stay has commenced.

- Cancellations and amendments must be submitted in writing (email) to the reservations office; the effective cancellation date is the date the written notice is received.
- **Peak/Festive Periods:** Peak season, festive period (December–January) and Easter bookings are non-refundable once confirmed and deposited, regardless of the schedule above, unless otherwise stated in writing.
- **Travel Insurance:** The Lodge strongly recommends that guests obtain comprehensive travel insurance covering trip cancellation, interruption, medical evacuation, and loss of belongings.

5. Check-In & Check-Out

- **Check-In:** Standard check-in time is from 14:00 (2:00 PM).
- **Check-Out:** Standard check-out time is by 11:00 AM.
- **Flexibility:** Early check-in or late check-out is subject to availability and may incur an additional charge; guests should request this in advance through the reservations office.
- **Registration:** All guests must present a valid passport (or national ID for East African Community residents where applicable) at check-in for guest registration, in compliance with Tanzanian hotel and immigration regulations.

6. Children & Family Policy

- **Age Policy:** Children of all ages are welcome. Children under 3 years stay free of charge when sharing existing bedding with parents/guardians.
- Children aged 3–12 years sharing a room with parents are charged at a reduced child rate; children 13 years and above are charged the full adult rate.

- **Supervision:** Parents/guardians are responsible for supervising children at all times, particularly around open fireplaces, natural water points, and unfenced areas of the property, which are not childproofed given the Lodge's natural bush setting.
- Extra beds, cots, and baby equipment are available on request, subject to availability and an additional charge.

7. Guest Conduct & House Rules

- **General Conduct:** Guests are expected to conduct themselves in a manner that respects other guests, staff, and the local community and culture always.
- **Smoking:** Designated smoking areas are provided outdoors. Smoking is strictly prohibited inside rooms, tents, dining areas, and indoor communal spaces.
- **Right to Refuse Service:** The Lodge reserves the right to refuse service or request the departure of any guest whose behaviour is abusive, disruptive, or endangers themselves, other guests, or staff, without refund.
- **Visitors:** Outside visitors are not permitted in guest rooms/tents without prior notice to and approval from Lodge management.
- **Noise:** Quiet hours are observed from 22:00 to 06:30 out of respect for other guests and the surrounding wildlife.
- **Damage to Property:** Guests are liable for the cost of repair or replacement of any Lodge property that is damaged, lost, or removed during their stay.

8. Pets Policy

With the exception of certified service animals, pets are not permitted on the Lodge premises. This policy exists to protect the safety of guests, staff, and resident and visiting wildlife.

9. Dining, Dietary Requirements & Alcohol

- **Meal Service:** Meals are served buffet-style in the Lodge's restaurant/dining area, within set dining windows communicated to guests at check-in (breakfast, lunch, and dinner service times). Meal plans (full board, half board, bed & breakfast, as specified on the booking confirmation) entitle the guest to the buffet spread during the applicable service window.
- **Special Diets:** Guests are requested to notify the reservations office of any dietary restrictions, allergies, or special requirements at the time of booking, and to remind on-site staff at check-in, so the kitchen can accommodate these within the buffet where possible.
- **Missed Meals:** Meals included in a guest's meal plan are prepared, buffet-laid, and costed per person for each scheduled service window, and are non-refundable where a guest is unable to attend due to circumstances outside the Lodge's control — including flight schedule changes, late or early transfers, excursion timing, or personal choice.
- **Advance Notice:** Where the tour operator, guide, or guest notifies the Lodge in advance of a schedule change (before or during the relevant service window), the Lodge will make reasonable efforts to hold a plate from the buffet, provide a packed/takeaway meal, or adjust the service timing, in place of a refund. No refund will be issued for a missed meal where no advance notice was given.

- **Alcohol:** Guests are welcome to bring personal alcoholic beverages onto the property for private consumption in their room, subject to the Lodge's corkage policy where applicable; the Lodge otherwise reserves the exclusive right to sell alcoholic beverages on-site under its liquor license.
- Excessive alcohol consumption that leads to disruptive behavior may result in service being withdrawn.

10. Health, Safety & Liability

10.1 Assumption of Risk

Sonayi Safari Lodge is in a natural bush/wilderness environment along the Mang'ola – Lake Eyasi Road in Tanzania. Guests acknowledge that the presence of wild animals, uneven terrain, insects, and other natural hazards is inherent to this environment. Guests must follow all safety briefings, remain within marked/lit pathways after dark unless escorted by Lodge staff, and always comply with instructions from Lodge staff and guides.

10.2 Medical & Travel Preparedness

- Guests are strongly advised to consult a travel health professional regarding recommended vaccinations (including yellow fever where applicable) and malaria prophylaxis prior to travel to Tanzania.
- Comprehensive travel and medical evacuation insurance is strongly recommended and, for remote excursions, may be required.
- The Lodge maintains a basic first-aid kit on site; guests requiring ongoing medication should carry an adequate personal supply, as pharmacy access in the area is limited.

10.3 Limitation of Liability

Except where caused by the proven negligence of the Lodge or its staff, the Lodge, its owners, and employees shall not be held liable for any injury, illness, loss, theft, or damage to persons or property arising during a guest's stay or participation in any activity, whether occurring on the property or during any excursion arranged on the guest's behalf.

- **Valuables:** The Lodge provides a safe, deposit box (where available) for valuables. The Lodge is not responsible for cash, jewellery, electronics, or other valuables left unsecured in rooms or public areas.

11. Excursions & Activities Policy

The Lodge offers or arranges access to a defined set of activities and excursions, described at the time of booking or on request from the reservations office. Availability, routing, and inclusions may change from time to time and guests should confirm current offerings directly with the reservations office before travel.

Important Scope Notice

Sonayi Safari Lodge does not offer, arrange, or provide direct access to Hadzabe or Datoga community/cultural visits, nor to Lake Eyasi excursions, as part of its guest activities or packages. Guests interested in these specific experiences should arrange them independently and in advance through a licensed, independent tour operator; the Lodge is not able to book, guide, transport

guests to, or otherwise facilitate these particular visits, and accepts no responsibility for arrangements made through third parties for such excursions.

- **General Terms:** All excursions are subject to availability, weather, road conditions, and park/reserve regulations, and may be modified or cancelled by the Lodge or its partners for safety reasons.
- **Third-Party Operators:** Where an excursion is operated by a third-party partner or independent guide, that partner's own terms and conditions and liability limitations will apply in addition to those of the Lodge.
- **Park & Conservation Fees:** National park entry fees, conservation fees, and government levies are charged separately unless expressly stated as included in the guest's package.

12. Lost & Found Property

Items left behind by guests will be kept by the Lodge for a period of 90 days. Reasonable efforts will be made to contact the guest; return shipment, where requested, is at the guest's expense. The Lodge is not liable for items not claimed within this period.

13. Privacy & Data Protection

- **Use of Information:** Personal information collected at the time of booking (including passport details, contact information, and payment details) is used solely for reservation processing, guest registration, immigration compliance, and delivering the services requested.
- **Sharing:** Guest information is not sold to third parties and is shared only with parties directly involved in fulfilling the booking (e.g., partner tour operators arranging a specific requested excursion) or as required by Tanzanian law.
- **Marketing Imagery:** Photographs or videos taken by Lodge staff for marketing purposes will only feature identifiable guests with their prior consent.

14. Force Majeure

The Lodge shall not be held liable for any failure or delay in performance of its obligations resulting from circumstances beyond its reasonable control, including but not limited to natural disasters, extreme weather, fire, civil unrest, government action, pandemic or public health restrictions, strikes, or infrastructure failure. In such cases, the Lodge will work in good faith with affected guests to reschedule or provide an appropriate remedy where reasonably possible.

15. Complaints & Feedback

- **During Your Stay:** Any concerns regarding accommodation, service, or facilities should be raised with the Lodge Manager or duty staff on-site as soon as possible, so they may be addressed promptly during the guest's stay.
- **After Your Stay:** Unresolved matters may be submitted in writing to the reservations/management office within 14 days of check-out for formal review.

16. Amendments to These Policies

Sonayi Safari Lodge Limited reserves the right to review, update, or amend these policies at any time without prior notice, in order to reflect operational, legal, or safety requirements. The current version of this document, as published by the reservations office or displayed on the Lodge's official website, shall govern all bookings and stays.

SONAYI SAFARI LODGE LIMITED

For reservations and enquiries, please contact the Reservations Office.

