

Terms and Conditions

Booking and payment policy – Dumela Lodge

Bookings are not secured until a 50% deposit of the accommodation cost is received.

Deposits must be received within 7 days of booking.

If you are using a credit card, please pay your deposit by making use of the link below to the payment portal on our website. This is a secure payment portal facilitated by Virtual Card Services for First National Bank Botswana. The card details are verified by your own bank and by FNB so the transaction may not reflect in your account immediately.

<https://www.vcs.co.za/vvonline/ccpay.asp?p1=3528&p3=DumelaLodge>

If you choose to make a direct deposit to the bank, all bank charges will be for your account and will be deducted from the deposit. (There are no charges to your account if you pay by credit card on the payment portal of the website (Unless you cancel – see below).

Payment Policy

All extras to be settled prior to guest's departure.

Cancellation policy

The following cancellation policy refers to deposits paid:

- Cancellations made 90 days in advance – 100% of deposit paid
- Cancellations made 90-30days in advance – 50% of deposit paid
- Cancellations made less than 30 days in advance – No refund

These terms are applicable to full or part cancellations.

Please note that should the client cancel 90 days in advance and has paid a deposit a 5% fee will be charged for refunds if the payment was made to Dumela lodge via online payment portal. This is the charge levied against us for the transaction by the bank. The same 5% charge is applied to all refunded credit card payments.

Maximum Occupancy

A maximum of 2 adults and 2 children under the age of 12 years per night may stay in one chalet.

Checking in and out times

Check-in time is from 2.00pm and check-out time is by 10.00am daily. Where possible, we are flexible with these times.

Smoking

We are a strictly non-smoking establishment. We would appreciate it if you did not smoke in the rooms.

Laundry

We offer a full laundry service and therefore we respectfully request that washing of clothes is not done in the chalets

Child Policy

Children under the age of 12 years may not sleep alone in their own chalet, they should always be accompanied by an adult.