

By proceeding with the reservation you accept and agree with Pakachere that the reservation, if accepted by us, shall be on the terms and conditions as follows:

RATES AND DEPOSIT

- The rates quoted are based on your period of stay. Rates are subject to change as a result of changes in your arrival and/or departure dates.
- Rates quoted are in American Dollars.
- Rate is for the whole room (private rooms) or single (bunk)bed (dorm - per person)
- Rates does include any applicable prevailing government taxes at time of occupancy. Included are tourism tax (1%) and VAT (16,5%).
- In the event you complete a booking based on a rate that has been incorrectly posted, Pakachere reserves the right to correct the rate or cancel the reservation at its discretion, and will contact you directly in order to do so.

CHECK-IN AND CHECK-OUT TIME

- Check-in time is from 2:00pm and check-out time is by 11:00am.

EARLY ARRIVAL AND LATE DEPARTURE

- Should you arrive at Pakachere prior to the normal check-in time, you are advised to approach the Pakachere's Front Desk for assistance in storing your luggage until check-in is available. If the room is ready, you are welcome to settle in early.
- Late check-outs are available on request subject to room availability and occupancy level. Please check with the Pakachere's Front Desk at least 24 hours prior to your departure on availability of late check-out.

PAYMENT CONFIRMATION

- Upon reservation, you will be charged for the amount indicated on the booking confirmation page and email.
- Exchange rates are applicable at time of reservation, but are subject to currency fluctuations and billing will be at the prevailing exchange rate upon completion of your stay.

CANCELLATION POLICY

- Cancellation of and/or amendments to your reservation must be made 48 hours prior to your arrival date. For GROUPS with more than 10 people, cancellation of and/or amendments to your reservation must be made 72 hours prior to your arrival date.
- Cancellation or amendment made within 48 hours of arrival will incur a cancellation fee of one night's room charge (inclusive of any applicable prevailing government tax). For GROUPS with more than 10 people the deadline is 72 hours.
- In the event of no-show, the total fee for accommodation (inclusive of any applicable prevailing government tax) will be charged

GROUP RESERVATIONS

- For reservations for *GROUPS* of 10 people and above, please email Pakachere at GROUPS@pakachere.com

GENERAL PROVISIONS

- By proceeding with the reservation, you further agree and acknowledge that if the reservation is accepted by Pakachere, your stay subsequently shall be subject to Pakachere's standard terms and conditions of stay.
- Pakachere may, at its absolute discretion, cancel the reservation if Pakachere is of the opinion that the reservation information provided is falsified or incomplete.
- Pakachere reserves the right to evict any additional occupants in the room.
- You shall indemnify and hold Pakachere harmless in respect of any liability, loss, damage, cost and expense of any nature arising out of, and/or in connection with the acceptance of the reservation by Pakachere.
- Pakachere shall not be liable for any losses, damages, costs or expenses incurred by you as a result of any cancellation of the reservation by Pakachere.
- The reservation and the terms and conditions set out hereto shall be governed in accordance with the law of the Republic of Malawi.

GROUPS

The booking of any trip requires a **non-refundable deposit** by the trip organiser. All bookings require a non-refundable deposit of the cost of one-night accommodation unless otherwise agreed. This amount comes off the total balance due. Until this deposit is received, no trip is confirmed. Please note that before we can accept your booking it is a mandatory requirement that you accept these terms and conditions. If you are the parent/guardian of a minor student, either you or the school will need to sign an **Indemnity Form**. The full terms & conditions can be read on www.pakachere.com/groups

Securing Your Booking

- Full payment for the balance of at least 1 night accommodation is required 14 days prior to arrival.
- School/Group bookings must be paid with one payment per group; individual payments will not be accepted.

All School Group booking requests are subject to availability

- Food order requirements, including any special dietary requirements, must be pre-booked at least 10 days prior to arrival. We also appreciate it if meal times are booked in advance;
- Free parking is available for the duration of your stay;
- Any damage, loss or expense incurred will be charged. Examples of this include but are not limited to any breakage, damage or excess cleaning requirements, extra guests beyond those declared;

- We cannot guarantee there will be electricity all the time; like everywhere else in Malawi, we suffer from power cuts. Pakachere does not have a generator or solar power (yet). Please take (solar) power banks and chargers if you rely on telephones and other equipment.
- Pakachere cannot foresee all potentially dangerous incidents. Therefore Pakachere shall not be held liable for any illness, injury, damage or loss that may occur as a result of any negligence, disobedience and/or incompetence of any employees or contractors.
- We reserve the right to terminate your booking immediately without being liable for any refund or compensation (including and not restricted to) when you engage in unacceptable behaviour that causes a disturbance or nuisance to ourselves, other guests or cause any damage to our property.
- Pakachere has a public bar & restaurant. If you want the place all to yourself, you pay an additional \$100 per day (Monday, Wednesday, Thursday) or \$150 (Tuesday, Friday, Saturday and Sunday).

Check-in time between 2-8PM. Check out 11AM. Breakfast is served from 6:45AM and last orders for groups are at 8PM. If you want different meal times, please let us know and we will discuss alternative times that suits your wishes and needs.

Pakachere Backpackers may cancel a trip due to logistical or operational issues, insufficient sign-ups or any other cause that makes the trip unfeasible for us to operate. At that time we will endeavour to find an alternative date for you. If we do not find an alternative for you that is acceptable, you are entitled to a full refund and that will constitute full settlement.

Circumstances beyond our control may also necessitate changes to our itineraries. In the case of Force Majeure (meaning a circumstance beyond Pakachere's reasonable control including, but not limited to, war or threat of war, riot, civil strife, terrorist activity, industrial dispute, disease, industrial or nuclear disaster, adverse weather conditions, fire and strikes), Pakachere's will not be liable for any delay, change or cancellation of trips. Luckily Malawi is a very safe country; it never had war or terrorist threats!

For *GROUPS* with more than 10 people, cancellation of and/or amendments to your reservation must be made **72** hours prior to your arrival date.

- Cancellation or amendment made within **72** hours of arrival will incur a cancellation fee of one night's room charge (inclusive of any applicable prevailing government tax).
- In the event of no-show, the total fee for accommodation (inclusive of any applicable prevailing government tax) will be charged