

## Kafakumba Guesthouse Contract

*This Guesthouse Agreement sets forth the terms and conditions for staying at Kafakumba Guesthouses. By confirming a reservation and checking in, all guests agree to abide by the following policies:*

### 1. Reservation, Deposit & Payment Policy

- A 30% deposit of the total booking amount is required to secure your reservation.
- Reservations are not confirmed until the deposit is received.
- **Deposits are non-refundable in the event of cancellation.**
- The remaining 70% balance must be paid in full upon arrival at check-in.

### 2. Cancellation Policy

- The 30% deposit is non-refundable under all circumstances.
- If cancellation occurs 7 or more days prior to the scheduled arrival date, no further charges will apply.
- **If cancellation occurs less than 7 days prior to arrival, or in the event of a no-show, the full booking amount will be charged.**
- In cases where guests must leave earlier than the booked departure date, no refunds will be given for unused nights.

### 3. Check in Policy

- The person who made the reservation and has been in communication with Kafakumba (i.e. the "Group Leader") **must be present at check-in**. If the Group Leader is not present, check-in will not be permitted. Other members of the group will not be admitted prior to the "Group Leader" checking in.
- Check-in must take place before 16:00.
- If check-in will be after 16:00, Kafakumba must be notified in advance with the new expected arrival time. Overtime fee may apply for our staff.
- Failure to communicate a late arrival will result in loss of the reservation for that evening without refund.
- Check-out is by 10:00 unless otherwise agreed in writing.

### 4. Number of Guests & Rooms

- The reservation is valid only for the number of guests agreed upon at the time of booking.
- Guests arriving with more people than specified will not be accommodated.
- Maximum occupancy per room = number of beds provided.
- No sleeping on floors or bringing in extra mattresses is permitted.
- If additional people are found staying in a room, an additional fee will be charged, and guests may be asked to leave.
- For fire safety reasons, overcrowding of rooms is strictly prohibited.

### 5. Meals & Catering

- Kafakumba Guesthouse does not operate a restaurant on-site. Guests are responsible for their own meals. Complimentary Water, Tea & Coffee are made available for arrival. Catering services for groups of 7 or more may be arranged in advance for an additional fee.

## **6. Facilities & Utilities**

- Load shedding (power outages) may occur. Kafakumba is not responsible for interruptions in electricity, as there is currently no backup generator. No refunds will be given for outages.
- Internet access (Starlink) is provided but dependent on ZESCO/ guaranteed. The Guesthouse will make reasonable efforts to maintain service, but no refunds will be given for outages.

## **7. Property Rules & Conduct**

- No smoking or drinking alcohol is allowed anywhere on the property.
  - A penalty fee of K1,000 will be charged for each violation.
  - You may be asked to leave
- Guests must treat the Guesthouse property, furnishings, and grounds with care.
- Any damage, theft, or loss caused by a guest (or their group) will result in charges to the sponsoring group for repair or replacement.
- Quiet hours are from 22:00 to 06:00. This is also for the groups in the Center - NO AMPLIFICATION between these hours please.
  - A penalty of K500 will be charged if quiet hours are violated.
- Children must be supervised at all times.

## **8. Liability & Safety**

- Guests stay at their own risk. Kafakumba Guesthouse is not responsible for:
  - Personal injury, illness, or accidents.
  - Loss, theft, or damage of personal belongings.
  - Guests are responsible for securing their own valuables.

## **9. Complaints & Concerns**

- Any concerns must be reported directly to the Group Leader's Kafakumba contact person during the stay. The Guesthouse staff will make reasonable efforts to resolve issues promptly.

## **10. Right to Refuse Service & Termination**

- Kafakumba reserves the right to deny check-in, cancel a reservation, or remove any guest(s) from the premises if:
  - Policies are violated.
  - Guest behavior is disruptive, unsafe, or disrespectful.
- No refunds will be issued in such cases.

### **Agreement Acknowledgment**

By signing below, you confirm that you have read, understood, and agreed to the policies outlined in this contract. PLEASE RETURN THIS SIGNED CONTRACT

Group Leader Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_