

Kizo Lodge Plc Terms and Conditions

I. GENERAL TERMS

These Terms & Conditions apply to reservations and purchases made with Kizo Lodge hotel is managed by Attitude Hospitality Management Kizo Lodge Plc. Please read the following booking conditions carefully. All holidays are sold by us subject to these booking terms and conditions and the other general information provided to you in our brochures, quotations and on our website. Kizo Lodge Plc ('we', 'us', 'our') offers a number of products, and the trading names we use are 'KZ', and 'Kizo Lodge Plc'. By using this website and/or making a booking, you accept these Terms & Conditions.

1. Copyright Notice

All texts, images, graphics, sounds, videos, software and other content published on these websites ("Content") are owned by, or licensed to, Kizo Lodge Plc and may not be copied, distributed, displayed, reproduced or transmitted by any means without prior written permission, unless otherwise permitted by law.

2. Scope of Application

These Terms & Conditions govern online reservations of accommodation and related services offered by Kizo Lodge via its websites and apply to all steps before, during and after a reservation.

3. Validity

These Terms & Conditions apply for as long as Kizo Lodge hotel's services are available online. Paradise Cove may, without notice or indemnity, temporarily or permanently suspend the websites or the online booking pages. Kizo Lodge shall not be liable for any resulting damages. Guests are financially responsible for any damage caused to the Lodge's property, furniture, or equipment by themselves or any person in their party.

4. Communications

With respect to communications sent to Paradise Cove (including feedback, questions, comments and suggestions): (a) no confidentiality shall apply; (b) Kizo Lodge may reproduce, use, disclose and distribute such communications to others in accordance with its Privacy Policy; and (c) may use any ideas, concepts, know-how or techniques contained therein for any purpose. Sending confidential or personal data by email is at your own risk.

5. Website Photographs

Photographs, videos and descriptions on the websites are for information purposes only. Despite reasonable efforts to ensure accuracy, variations may occur (including renovations or design updates). No claims may be made on that basis.

6. Pricing

Kizo Lodge applies dynamic pricing. Before confirmation, a total price is displayed for the selected room(s) and nights, together with any additional products or services you add. Depending on the rate selected, payment may be due at booking or at a later stage (e.g., at check-in). Prices displayed are valid for 24 hours and cover only the items shown with the rate. All room prices include VAT. If any taxes or dues change between booking and stay, you undertake to pay any additional amount applicable at the time services are delivered.

7. Payment

Valid card details are required as a booking guarantee via our secure platform (SSL). Alternative payment methods may be accepted at Kizo Lodge Hotel's discretion. In case of legal recovery of any sums due, you agree to bear the applicable legal fees and charges as permitted by law.

8. Reservations / Bookings / Cancellation Policy

Any reservation made via the websites constitutes full acceptance of these Terms & Conditions and the conditions applicable to the quoted rate or package. Only legitimate reservations in good faith are allowed; speculative, false or fraudulent bookings are prohibited. Kizo Lodge may cancel or modify reservations at its discretion, including in case of suspected fraud, misuse or error.

Upon receipt of a booking request, Kizo Lodge will assess availability. If accepted, an email of acceptance with a reservation ID will be sent, subject to successful card authorization/debit. If the card cannot be debited or the transaction is reversed, the booking may be cancelled and you will be notified.

9. Cancellation fees:

Cancellation fees: 50% if cancelled less than 15 days prior to arrival; 100% if cancelled less than 3 days prior to arrival or in case of no-show (deadline 18:00/6:pm Ethiopian time), unless otherwise stated in the offer. Refunds, if any, are processed to the card used. Changes after confirmation must be requested by email to the reservations department or office.

10. Check-in:

Upon check-in, guests must complete and sign a registration form and present valid identification at the hotel's front desk or reception desk.

Arrival & departure

Check-In Time: From 10:30AM- unless otherwise arranged in writing.

Check-Out Time: By 10:00 AM on the day of departure.

11. Rooms:

Rooms are normally available from 14:00 (Ethiopian time) and must be fully vacated before 12:00 (noon) on the day of departure. Failure to vacate by the stated time may

result in the billing of an additional night. Occupancy limits must be respected at all times.

Wi-Fi and Connectivity

The Lodge offers free and unlimited Wi-Fi in designated areas. Due to our remote location, internet speed and availability may vary and cannot be guaranteed at all times.

12. Stay at the Hotel:

Guests agree to use the premises responsibly and to comply with applicable laws and hotel policies. Any behavior contrary to good morals and/or public order may lead to eviction without compensation and/or reimbursement. Guests shall be liable for any damage caused by themselves or their invitees.

13. Relocation / Rebooking:

In the event of unavailability of the chosen hotel, or in a case of force major, Kizo Lodge may relocate the guest to a hotel of equivalent category for the same type of services. Transfer costs, if any, shall be borne by the originally selected hotel. No additional compensation will be due

14. Liability & Exclusions:

Kizo Lodge shall not be liable for non-performance or inadequate performance resulting from law, actions of third parties, or acts/omissions of the guest. Except in cases of gross fault or negligence and subject to applicable law, Kizo Lodge shall not be responsible for indirect or consequential damages.

16. Claims:

Any claim relating to services or the stay must be sent in writing within 24 hours of the event giving rise to the claim, with the subject line "Booking Claim + Reservation Number/Last name". Claims must be sent by email or delivered to the hotel's address. Supporting documents should be attached where appropriate.

Acceptance of Terms

By confirming your reservation or by entering the premises, you agree to all terms and conditions outlined above. These terms may be amended by the Lodge without prior notice, provided that the version in effect at the time of booking shall apply to that reservation.