



# ILALA LODGE HOTEL RATES 2025

VALID 1st April 2025 - 31st March 2026

INTERNATIONAL RACK

## TERMS & CONDITIONS

### BOOKING POLICY

- Check in: 14:00 hrs
- Check out: 11:00 hrs
- Rooms will be held until 18:00 hrs. After which, rooms will automatically be released unless hotel is informed of late arrivals
- Guests are required to present a voucher where relevant upon arrival. This can be in printed or digital format. Should agent no longer issue vouchers, written confirmation will be required
- Additional request or extras must be indicated on booking request by Travel Agent/Tour Operator. Where this is not the case, guests will be asked to settle direct.
- The hotel will invoice at the negotiated nett rate, inclusive of 15% VAT and 2% Government Tourism Levy.
- Children's rate has been indicated on the rates sheets
- Children under the age of 4 will be accommodated free of charge when sharing a room with their parents or other paying guests
- Group Booking Policy: Book 16 pax and the 17th pax receives complimentary accommodation on a B&B basis
- The hotel reserves the right to amend the above rates in-line with any government statutory increases

### FIT CANCELLATION POLICY

- A 20% non-refundable deposit must be made within 30 days from the date of placing the booking
- The balance must be made on or before 60 days prior to travel date
- If the booking is within 60 days of travel full payment is required

#### Cancellation Fees

- Bookings made within 30 days or less of arrival – 100% cancellation fee
- 60 – 30 days – 50% cancellation fee
- More than 60 days – 20% non-refundable deposit retained
- The above percentages are based on the total value of the amount shown on invoice

### GROUPS CANCELLATION POLICY

- Applicable to groups of 16 or more paying guests
- A 20% non-refundable deposit must be made within 30 days from the date of placing the booking
- The balance must be made on or before 60 days prior to travel date
- If the booking is within 60 days of travel full payment is required

#### Cancellation Fees

- Bookings made within 30 days or less of arrival – 100% cancellation fee
- 60 – 30 days – 50% cancellation fee
- More than 60 days – 20% non-refundable deposit retained
- The above percentages are based on the total value of the amount shown on invoice

