



### **Terms and Conditions**

General Information For insurance reasons the maximum occupancy of the lodges can't be exceeded. That means lodges for 4 people can't be occupied with 5 people, independent from the age of children. Only announced persons are allowed to stay in the lodge section. Visitors must be signed in at the reception. In special reasons the park management has the right to change allotments if needed.

### **Booking**

Bookings by email: [uebernachten@serengeti-park.de](mailto:uebernachten@serengeti-park.de)

We inform you that only the prices mentioned in the valid pricing list effect for the contractual goods and services. The children's age relates to the time of your stay. Please have your children's ID handy when checking in – if not we can't give a discount. Information given by phone and additional agreements are just elements of contract, if you received a written confirmation (by post, fax or mail). In case there is no written confirmation except last minute bookings (from 24h prior arrival) and walk ins, contract will not become effective.

We accept no guarantee for technically caused incorrect information!

Please check your reservation confirmation if everything is correct!

### **Check In**

Please have your confirmation sheet handy for check in. The confirmed dates are binding. Your lodge is available from 04:00 pm.

### **Check Out**

The lodge is available for you till 10:30 am on your departure day. If you lose the key we calculate 10,00 € and for the keycard we calculate 20,00 €.

### **Payment**

To secure the travel price, Serengeti - Park has taken out insolvency insurance with R + V Allgemeine Versicherung AG. A security note is on the booking confirmation.

The total amount will be paid on arrival. You can pay cash or card (EC, Visa- or MasterCard). If you book online and put in your credit card details, your card will be charged immediately.

### **Gift Card**

Gift cards from Serengeti Resort are just redeemable in liaison with an overnight stay. The original gift card needs to be presented at the reception, otherwise redemption isn't accepted.

If you use the voucher for an other season, year or lodge you have to pay an extra charge at the reception.

### **Change of Reservation and Cancellation**

A cancellation can be made at any time. To proof your cancellation we recommend a written cancellation. You can send your cancellation via mail to uebernachten@serengeti-park.de If you don't cancel your booking, you need to pay the contracted goods and services, even if you don't use them. Serengeti-Park Hodenhagen GmbH charges generalized per cancelled booking: Cancellation is free of charge till 15 days before arrival. After 15 days we charge 50%. Cancellation on your arrival day or no show will be charged with 100%. We advise our guests to conclude a travel cancellation insurance at the respective insurance company. The high of expense depends on the date of cancellation receipt. In case of doubt the guest has to provide evidence of the receipt. It's the guests right to satisfactorily show Serengeti-Park Hodenhagen GmbH that, based on cancellation or no show, there is no or minor loss.

### **Dogs**

You need to inform our reception team in advance of the booking, when travelling with a dog. The accommodation is permitted in designated lodges. If the dog has not been booked in advance we cancel your reservation and charge 50% of the booking. It's forbidden to leave the dog unattended in the lodge. The dog owner is liable for damages. It's prohibited to bring fighting dogs onto the premises. Dogs must be kept on leash all the time.

### **Children's Bed**

Cots can only be provided in Safari Lodges (placed in living room). We charge 4,00 € per night/cot.

### **Infants**

Children under 3 years (please have ID handy) are free of charge in Serengeti Park Resort. Bedding and towels need to be booked separately and can be provided for 4,50 €.

### **Park Entrance fee**

Per stay you need to pay at least one day park entrance fee per person, to regular admission prices. If you book more than one night, but pay the park admission only for one day, you have to leave the park on the other days between 10 am and 4 pm and leave the keys at the reception. The second park admission will be charged regularly. From the third day the park entrance fee is free for our overnight guests. Please note that for the first two park fees only one discount (e.g. free ticket, special promotion conditions, ...) per booking / stay can be considered! A combination of different discounts isn't possible. A later set-off cannot be recognised. If you stay at the Serengeti Park premises without valid tickets, park admission will be charged twice for that day.

### **Liability**

Every guest is obliged to take care of the inventory. Any damage caused during your stay needs to be reported and replaced immediately. We do not assume liability for any damages, accidents, losses or other irregularities, which happen in connection with the use of Serengeti-Park property. Influence through force majeure, for example strikes, bad weather [...] excludes all liability.

### **Photo work**

We perform image- and sound recordings in regular intervals on our premises. If you not agree please tell our photographer or camera team immediately.

### **Addition Ranger Lodges**

#### **Check In**

Check In needs to be till 7:30 pm, otherwise it's no longer possible to drive into Serengeti-Safari. During the day the Ranger-vehicle needs to be parked at the designated parking spots at the MasaiMara-facility. To move the vehicle is only permitted with the surveillance of our Rangers. In the range of Serengeti-Safari it's prohibit to leave the vehicle. Driver needs to be at least 21 years old. Valid driver's license is required.

\*Times subject to change

### **Addition Adventure Weekend**

#### **Booking**

Adventure Weekend is bookable on designated dates during the season.

If the minimum of participants is reached you receive your booking confirmation, at least 30 days prior the date.

#### **Payment**

The total amount needs to be paid in advance. You'll find our bank details in your confirmation sheet.

If we don't receive the money as contracted we will delete your reservation.

You get your payment confirmation as soon as we can register the total amount on our bank account. After this registration it's a firm booking. The payment confirmation must be shown at the cashier at the front desk.

### **Change of Reservation and Cancellation**

A cancellation can be made at any time. You can send your cancellation via mail to [uebernachten@serengeti-park.de](mailto:uebernachten@serengeti-park.de)

If you don't cancel your booking, the money for the contracted goods and services will be withheld, even if you don't use them.

Serengeti-Park Hodenhagen GmbH charges generalized per cancelled booking:

Cancellation is free of charge till 15 days before arrival. 14 -1 day before arrival we charge 50%. For cancellations on your arrival day or no show will be charged with 100%.

We advise our guests to conclude a travel cancellation insurance at the respective insurance company.

The high of expense depends on the date of cancellation receipt. In case of doubt the guest has to provide evidence of the receipt. It's the guests right to satisfactorily show Serengeti-Park Hodenhagen GmbH that, based on cancellation or no show, there is no or minor loss.

Further on the terms and conditions of DEHOGA are still valid.

11.02.2021