

## PAYMENT POLICY

To secure a guest's reservation, a deposit of 50% is required as soon as possible, up to a maximum of 14 days after receiving the booking confirmation and invoice from Sipi River Lodge. The remaining balance is due upon arrival at Sipi River Lodge. For bookings confirmed less than one week before a guest's anticipated arrival, this policy may be adjusted at the discretion of Sipi River Lodge management.

## HOW TO MAKE ADVANCE PAYMENT

Advance payment can be made using one of the following methods:

1. Online payment using credit card. After booking, guests may opt to receive a secure payment link via email to allow pre-payment of their deposit online using Visa, Mastercard, or American Express. All credit card payments will be subject to a 5% surcharge to cover transaction fees.
2. Bank deposit or *domestic* bank transfer. Guests may initiate an electronic funds transfer (EFT) to our Uganda-based Stanbic bank account. It is the responsibility of the guest to pay any additional transaction fees that may be incurred along the way. International bank transfer charges vary significantly and can be as high as \$50 USD per transaction. If the EFT amount received by Sipi River Lodge is less than expected, the difference will be added to the guest's final bill.

## CANCELLATION POLICY

Confirmed bookings that are subsequently cancelled will be subject to cancellation fees at the discretion of Sipi River Lodge management under the following terms. Note that all payments refunded will be less by the amount of any transaction charges incurred while delivering the refund. "High-season" fees apply during the two weeks surrounding Christmas, the two weeks surrounding Easter, as well as all Ugandan bank holiday weekends. Normal fees apply during all other times.

High-season fees:

- Full refund of payments made if canceled more than 2 weeks prior to reservation
- 50% refund if canceled between 2 weeks and 5 days prior to reservation
- No refund if canceled less than 5 days prior to reservation

Normal fees:

- Full refund of payments made if canceled more than 1 week prior to reservation
- 50% refund if canceled between 1 week and 48 hours prior to reservation
- No refund if canceled less than 48 hours prior to reservation