



Planet Lodges

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2020 Special Tour Operator (STO) Rates

1. AIRPORT PLANET LODGE - 5 miles from JRO airport!

SEASON	MEAL PLAN	STD SINGLE	STD DOUBLE	STD TRIPLE	DELUXE (Max 2pax)	EXECUTIVE SUITE (Max 2pax)
HIGH	BB	148	186	243	210	316
	HB	173	236	318	235/260	341/366
	FB	198	286	393	260/310	366/416
MID	BB	131	170	218	194	303
	HB	156	220	293	219/244	328/353
	FB	181	270	368	244/294	353/403
LOW	BB	109	150	196	174	284
	HB	134	200	271	199/224	309/334
	FB	159	250	346	224/274	334/384
Day Room		70	95	125	140	220
Shower Only*		\$ 18	N/A	N/A	N/A	N/A
Holiday Supplement: \$40/room/night						
JRO Airport transfers for guests staying (overnight/Day room) at the Lodge is complimentary						

*Shower facilities are on first come first serve basis and LIMITED to no more than 30 minutes. For each incremental minute a surcharge of \$0.50 will apply. To get these rates, a Tour Operator **must** book and pay in advance. Shower rates include hot/cold water, toiletries, towels, bath soap and shampoo in a private shower room.

2. ARUSHA PLANET LODGE

SEASON	MEAL PLAN	STD SINGLE	STD DOUBLE	STD TRIPLE
HIGH	BB	89	108	156
	HB	107	144	210
	FB	125	180	264
MID	BB	76	88	122
	HB	94	124	176
	FB	112	160	230
LOW	BB	55	77	101
	HB	73	113	155
	FB	91	149	209
Day Room		30	40	50
Holiday Supplement: \$20/room/night				

These rates are in USD and are governed by the Terms & Conditions accompanying them.

Special Tour Operator (STO) Contract

This contract is made this..... of2019

Between

M/s. HOTEL PLANET CO. LTD of P.O.Box12865 Arusha, Tanzania, a Limited liability Company incorporated in Tanzania under the Companies Act Chapter 212 of the Laws of Tanzania herein at all or at times referred as the **"Lodge"** on the one part;-

And

..... of P. O. Box
Tel:..... Mobile:
Email.....on the other part.

TERMS AND CONDITIONS

1. Rates Provided

These are Special Tour Operator rates (Herein referred to as STO rates) charged per room per night. The STO rates shall apply only to Agents who are Bona fide Tour Operators and/or registered Travel Agents. Meals, drinks, activities (i.e. Lodge services) are not commissionable.

Nightly rates include breakfast, 18% Value Added Tax (VAT) and Tourism Development Levy (TDL) of \$1.5 per person per day.

- Check-in Time & Check-out Time [For Arusha Planet Lodge check in and check out times are at 3:00PM and 10AM respectively; while for Airport Planet Lodge check in and check out times are at 5:00PM and 10:00AM respectively] Early Check in or later checkout can be arranged, subject to availability.
- Day room use is between the hours of 11:00 AM and 6:00 PM. Dayroom use for early arrivals is subject to availability with earliest check in time being no earlier than 8 AM. Latest checkout time for a dayroom is 6PM
- Whenever rates are affected by changes in Government taxes or other unforeseeable circumstances, the Lodge reserves the right to increase the rates of this agreement accordingly.

2. Seasons

Contract rates are seasonal, with the annual seasons being:

- High: Jan1 to Feb 28, June 1 to Oct 31, Dec 16 to Dec 31.
- Mid: March 1 to March 31, Nov 1 to Dec 15.
- Low: April 1 to May 31.

3. Standard Bookings Procedures

Availability may be checked either by telephone or email. All Bookings should be made by email through Bookings@planet-lodges.com and a booking voucher from the TO/Agent has to accompany the email. Reservations made by telephone will not be accepted nor confirmed.

- Services to be provided by the Lodge shall be governed solely by the reservations confirmation and carried out as per the invoice given. By making a reservation it means full acceptance of the terms and conditions thereon.
- Bookings are confirmed following a 25% deposit made not later than 60 days prior to arrival. If a deposit and proof of payment are NOT received by Planet Lodge within the given terms, the reservation may be deleted from our system.

- Full payment of the reserved accommodation must be made not later than 30 days prior to guests arriving. When a booking is made in 0 - 30 days of arrival, full payment must be received to guarantee accommodation.
- In case of overbooking, the Lodge will relocate any confirmed (i.e. paid) bookings to a Lodge/Hotel of comparable or higher standard. Unpaid bookings will be cancelled.

4. Group Bookings

All group bookings of 3 or more rooms must be accompanied by a deposit payment equal to 25% of the total invoice amount. Full payment must be received 45 days prior to arrival. Where possible, the Lodge will grant the TO/Agent one complementary stay on bed & breakfast basis for each 15 paying adults.

5. Block Bookings

Agents/Tour operators who wish to make block bookings should contact the Lodge Reservations in advance to discuss requirements. The number of rooms available for block bookings is limited, thus requests may be refused even when the lodge is not full.

- Room allocations must be confirmed at least 60 days in advance of the scheduled arrival date. If not, the booking may be cancelled. After confirmation, allocated rooms are treated as normal confirmed bookings, and are therefore subject to the usual payment terms and cancellation fees.
- Agents/TOs should aim to fill at least 75% of their block bookings. All future block booking requests will be accepted or denied based on previous % of blocks filled. The Lodge reserves the right to deny block bookings from tour operators who consistently cancel a high proportion of rooms.
- Provisional bookings will be held subject to availability and at the discretion of the Lodge. The Lodge has the right to charge cancellation fees against provisional bookings not cancelled or amended as per cancellation policy.

6. Methods of Payment

Unless the TO/Agent has a special written agreement with the Lodge, the TO/agent is required to make full payment prior to final confirmation of the reservation.

- Cheques are to be payable to the Lodge via name "Hotel Planet Company Limited", in the invoiced currency in United States of America (USD). Personal cheques are not acceptable without prior written arrangement with management.
- Most credit cards (Visa, Master Card) are acceptable however a transaction charge of 5% applies. The Lodge reserves the right to cancel reservations, if full payment is not made within the specified time.

7. Returned Cheques

For TO/Agent paying by cheque, if a cheque is returned by the bank as not valid, insufficient funds on account, etc the TO/Agent upon been informed shall make good the payments within 72 hours, plus an additional 5% charge. Failure of which will amount to breach and termination of this agreement.

8. Children Pricing Policy

For children 11 years and under, the hereunder discounts are applicable;-

<i>Age and Room arrangements</i>	<i>Rate</i>
• Cot for babies:	US\$15 per day
• Children under 3 sharing with an adult	No charge.
• Children 3- 11 sharing with full paying adult(s)	50% of the respective adult rate
• Children 11and under occupying their own room	75% of the respective adult rate
• Children 12 and over	Full adult prices apply

Meals: For HB & FB bookings, Children under 9 yrs pay 50% meal prices while Children 9 yrs and above pay full adult rates.

9. East Africa Residents & Citizens

Residents and citizens of East Africa enjoy a 10% discount from the respective seasonal STO rates.

10. Holidays Supplement for Christmas, New Year and Easter Sunday

In addition to the seasonal rates, \$20/room/night for Arusha Planet Lodge; and \$40/room/night for Airport Planet Lodge are applicable on: December 24th, 25th, 26th and 31st, January 1st and Easter Sunday.

11. Cancellation policy

For reservations that are cancelled or amended to reduce length of stay, number of rooms, people or for no show, (hereby collectively called “cancellations”) are subject to ‘Cancellation’ and “No Show” fees under the following terms:

<i>Cancellation Policy</i>	<i>% Total rate of original booking</i>
• Up to 60 days prior to arrival date:	No charge
• 45 to 60 days prior to arrival date:	15%
• 30 to 45 days prior to arrival date:	30%
• 15 to 30 days prior to arrival date:	50%
• 3 to 14 days prior to arrival date:	75%
• Within 2 days (48hours) of arrival date & No Shows:	100%

Cancellations must be in writing through Bookings@Planet-Lodges.com or via company voucher. The ‘cancellation date’ will be the date the cancellation email is received. Refunds will only be processed through a credit note to be used within 6 months from the date of issue.

12. Insurance & Liability

Whilst every care is taken for the safety and comfort of clients, the Lodge accepts no liability for all or any of the following:-

- Damage or loss of property of any client, howsoever caused.
- Sickness, infection, injury or death of any client, howsoever caused.
- Change of arrival or departure dates due to road or weather conditions.
- Damages, directly or indirectly, arising out of delays in departure or arrival including delays occasioned by the missing of road, rail, ship or aircraft connections.
- Medical Bills, Medical Evacuation. It is expected that on receiving a client’s booking, necessary insurance covers against above and other risks have been taken care of by the client/guest.
- The Lodge does not and will not accept any responsibility for any accident or incident of any nature involving clients/guests and or staff who are at any of the properties or whilst traveling to or from any properties or partaking in any activity, arranged by, associated with or owned by the Lodge.

13. Disputes

Any complaints or disagreements about reservations, accommodation, food & beverage or any issues relative to the lodges must be reported on site and recorded in writing accordingly. In case of failure to do so, the Lodge will not be held responsible in any way. Any dissatisfaction resulting with the handling and resolving of a complaint on site must be received by the lodge in writing within 7 days of the client’s departure. Failure to do so will result in the lodge taking no responsibility or action.

- Any dispute regarding an invoice must be received within 30 days of the invoice date. Only the disputed amount may be deducted from the invoice and payment due.
- In case of unpaid invoices the Tour Operator / Agent is responsible for payment of all costs incurred in the collections including legal fees.
- In the case of an unexpected delay or early departure the Lodge will not pay refunds for the unused bed nights.
- The Lodge does not accept responsibility for lost valuables at/within the lodge. Any valuable goods must be checked in at the reception for safekeeping and a receipt obtained.

14. Default

Default of undisputed payment may result in the Tour Operator / Agent's clients being refused service until payment is made. Rates quoted herein are subjected to the payments terms being maintained. If delays occur the terms are subject to change.

15. Confidentiality

The Tour Operator/Agent confirms that the above contract, rate, terms and conditions are strictly confidential and that none of the information in this agreement may be shared with any third party.

16: Breach

The Lodge will consider any default or non-compliance with any of the terms and conditions contained within this agreement as a breach of contract and therefore rendering his contract null and void.

16. Reservation Right

The Lodge reserves the right to admission and being able to cancel a booking whether paid or unpaid.

17. Law Applicable

The Laws of the United Republic of Tanzania.

Authorization/Execution of contract;-

For Agent /Company, accepting the Rates, Terms and Conditions:

Name:

Position:

Seal/Stamp:

Signature:

Date:

For the Lodges:-

Name:

Position:

Seal/Stamp:

Signature:

Date: