



2022 RATES – BED & BREAKFAST

11 JANUARY 2022 – 10 JANUARY 2023

THE IDEAL PLACE TO PRACTICE SOCIAL DISTANCING BESIDE THE MAGNIFICENT ZAMBEZI RIVER

Here at The River Club, in our usual inimitable style, we continue to provide a safe and healthy environment in which to take care of our staff and guests. We endeavour to provide a stress-free stay while not yielding any of our famous flexibility or attention to detail and careful ways of operating at the lodge. Only 20 km / 12 miles upstream from the Victoria Falls, escape the crowds at our tranquil location, and enjoy our spacious suites and magnificent perspectives of the Zambezi River. Explore our haven.

THE RIVER CLUB SUITES THE MOST SPACIOUS ROOMS ON THE ZAMBEZI	BED & BREAKFAST PER ADULT PER NIGHT SHARING	
Room Rates <u>Include</u> Service Charge and VAT / <u>Exclude</u> Daily Tourism Levy	LOW SEASON	HIGH SEASON
	11 Jan 22 – 31 May 22 1 Nov 22 – 19 Dec 22	1 June 22 – 31 Oct 22 20 Dec 22 – 10 Jan 23



SEVEN River Suites

All with private balconies overlooking the Zambezi River.

Beds: Two guests share **one** King-bed, **Or** twin single beds. **Two** bathrooms - one En-suite on the bedroom level, one on the lower level beneath the bedroom.

USD 510

USD 535

- o Children 16 or under pay 50% when sharing with another adult or child
- o 25% single adult supplement applies



TWO Luxury River Suites

Both with private plunge pools on decks overlooking the Zambezi River.

Bed: Two guests share **one** Queen-bed **Or** single occupant (no twin option). **Full** En-suite bathroom and sitting-room area.

USD 580

USD 610

- o Children 16 or under pay 50% when sharing with at least one adult
- o 25% single adult supplement applies



ONE Luxury Family Suite

Minimum 2 to Maximum 5 guests

With family-size deck complete with private plunge pool overlooking the river
Beds: Two guests share **one** Queen-bed, and two guests in $\frac{3}{4}$ twin beds in two semi-private bedrooms - both En-suites. Sitting room area in between the bedroom areas.

USD 580

USD 610

- o Children 16 or under pay 50% when sharing with two adults
- o Space for maximum one additional single bed
 - o Minimum charge 2 adults



ONE Luxury Family Villa

Minimum 2 to Maximum 6 guests

River-facing with private enclosed garden and outdoor pool deck. **Beds:** Two guests share **one** Queen bed in the upstairs En-suite Master bedroom with a river-view balcony. Two guests in **twin single**-beds share the private ground-floor bedroom. Also on the ground-floor is a separate bathroom, and a comfy family / living room and veranda.

USD 630

USD 665

- o **First** two adults per person
- o Minimum charge 2 adults

USD 510

USD 535

- o Additional two adults per person
- o Children 16 or under pay 50% of additional-adult rate
- o Space for maximum **two** extra single beds on the ground-floor

Two GUIDE ROOMS available

USD 190 per adult per night

Daily Tourism Levy is additional

Each Guide Room has **one** Queen-size bed, En-suite bathroom with spacious shower, basin and WC, overhead fan and air-con. No river views. Includes breakfast, excludes all drinks.

TOURISM LEVY - per person per night

Is charged in addition to ALL room rates **WITHOUT EXCEPTION**

USD 10

per adult
per night

USD 5

per 16-years or
under per night

IMPORTANT TO NOTE RE EXTRA BEDS : Although some suites can take additional beds there is a limit to the overall number of extra beds the lodge can handle at any one time. Therefore additional beds are subject to availability at the time.



CHILDREN ARE WELCOME

When there are children younger than 6-years old in a family group, management at the lodge needs to be made aware of the booking and parents / guardians need to know and accept The River Club's CHILD POLICY.

- Please request the full CHILD POLICY from reservations@theriverclubzambia.com.
- Note: Even on request, it is just not possible to provide infant cots or offer baby-sitters.
- Parents or a parent (or official guardian) need to accompany their children at all times.
- None of the swimming pools at the lodge are fenced or covered with safety nets.

CHILD RATES

- 4 – 16 years of age 50% of above rates when sharing with two full paying adults
- 3-years and below - no charge if sharing parents' bed



ADDITIONAL GUEST ROOM INFORMATION

Walk-in mosquito nets swathe the beds with ceiling fans overhead, a wall-mounted air conditioning / heating unit, a digital safe, a mini-fridge, tea/coffee making facility, a hairdryer, and multi-national plug adaptors. In the event of power outages, all guest rooms have inverter battery back-up systems to run overhead fans, key lights and plug sockets. All guest rooms face the Zambezi River.

CHECK IN TIME 14h00

CHECK OUT TIME 10h00

EARLY ARRIVAL / LATE DEPARTURE

Should arrival or departure be early or late and your room unavailable, guests are welcome to enjoy the public areas of the lodge while safe storage for luggage will be provided. The bathroom (with shower) adjoining the gym is also available for use.

BED & BREAKFAST – Inclusions & Exclusions

BED & BREAKFAST RATES INCLUDE

- Accommodation, Breakfast and afternoon tea on the main veranda, teas, coffees and still drinking water
- **SHARED SUNSET CRUISE** - by advance arrangement
 - Includes house-brand drinks and snacks
- Wi-Fi in main areas of the lodge
- Complimentary Laundry service
- 10% Service Fee and 16% VAT

DAILY MANDATORY TOURISM LEVY is additional to rates

- Per adult per night - additional USD 10
- Per under-16 child per night – additional USD 5

RATES EXCLUDE

- All meals not mentioned above
- **EXTRA MEALS Per Person** – excludes all drinks:
 - Lunch USD 25 / 3-course Dinner USD 50
 - Children 16-years or younger pay 50% for extra meals
 - All drinks not mentioned: beer, wine, spirits, mixers, soft drinks (house-brand wine included only during dinner)
 - *NOTE Corkage on own beverages will be charged
- Shop purchases and wellness treatment (massages etc)
- Items of a personal nature | all Park and Museum entry fees
- All transfers and activities not mentioned

ON-SITE FACILITIES and ACTIVITIES OFFERED BY THE RIVER CLUB

DO NOTHING AT ALL just relax in a hammock by the pool or on your balcony ... **OR DO A LOT!**

ON-SITE FACILITIES available to all guests

- Chill at the infinity main-area swimming pool
- Play croquet or boules
- Play board games in the library such as chess or backgammon (or just read a book)
- Play snooker
- Make use of:
 - the tennis court
 - the gym
 - the nature / running trail
 - the Summerhouse
- **KIDS @ THE CLUB** guided walk - arrange with management
- Participate in a shared evening Sunset Cruise - included

EXTRA-COST ON-SITE ACTIVITIES

- Fishing on the lodge boat – catch and release - seasonal
- The River Club Island Picnic Lunch - LOW water only
- Book a massage or other treatment

EXTRA COST OFF-PROPERTY ACTIVITIES – transfers included

- **Park and Museum entry fees excluded where applicable
- Zambia-side guided tour of the falls**
- Local village guided tour
- Game Drive in Mosi-oa-Tunya National Park**
- Livingstone Town Tour
- Museums - Livingstone & Railway/Jewish**
- Reptile Park**
- Local Markets

Please request the full **ON-SITE FACILITIES** and **IN-HOUSE ACTIVITIES** list with prices from reservations@theriverclubzambia.com.

ACTIVITIES OFFERED BY EXTERNAL OPERATORS

Please note, depending on the COVID situation, some activities may not be operable at the time of stay

The River Club is a well-known, long standing booking agent for all external activity operators in the area and cross-border into Victoria Falls, Zimbabwe, and the Chobe area in Botswana. We are expert at helping guests plan and put together a tailor-made itinerary ideally suited to their stay taking all logistics and operator check-in times into account. This ensures everything runs smoothly from start to finish and makes the most of your stay. Contact us to start planning your fun!

- Please request the full **EXTERNAL ACTIVITIES PRICE LIST** from reservations@theriverclubzambia.com.

CUISINE for ALL TASTES and REQUIREMENTS

• **SPECIAL DIETARY REQUIREMENTS**

Whether you need gluten-free, or vegan or vegetarian or just do not like to find something specific on your plate, The River Club kitchen is comfortable with catering for all dietary needs.

- In order to ensure the lodge is fully prepared for you, please let us know dietary requirements in advance of your stay.

• **CHILDREN**

Children can order from the menu or they may request kid-friendly food. Please allow sufficient notice before each meal.

• **KOSHER CATERING** - The River Club has **TWO** separate kitchens dedicated to kosher catering

All kosher catering, kosher food storage, cutlery, crockery, utensils, appliances etc are entirely separate from the main lodge kitchen. Request full information from reservations@theriverclubzambia.com and they will send you our **KOSHER CATERING FACT SHEET**.

• **KOSHER KITCHEN 1**

- Is run by lodge kitchen staff trained in kosher catering
- They are not Jewish themselves but take the art of kosher catering seriously
- Kitchen 1 caters for 1 to up to 10 guests at a time
- Kitchen 1 requires only the **Kosher Surcharge** of USD 40 per adult per night. Children 16 or under pay 50%

• **KOSHER KITCHEN 2**

- Is only unlocked and used when there is a **Mashgiach** present.
- Kitchen 2 caters for up to 20 guests at a time
- Kitchen 2 requires a minimum 3-night stay as well as the daily kosher surcharge and other associated costs



SPECIAL OFFERS – Valid throughout the year; not combinable with other offers

GROUP GETAWAYS – min 2-night stay	• 15% off group stays of TEN ADULTS or more travelling together
HONEYMOONS – min 2-night stay	• Honeymoon guests receive a complimentary upgrade if available and a bottle of sparkling wine
STAYS OF 3 NIGHTS OR MORE	• Complimentary transfers from/to Livingstone Airport (LVI) and The River Club <ul style="list-style-type: none"> ◦ Not applicable to cross-border arrivals or departures – see cross-border transfer rates below

SPECIAL EVENTS and MEETINGS / CONFERENCES

WEDDINGS & EVENTS	• Please request our SPECIAL OCCASIONS FACT SHEET for more information and to discuss your requirements.
CONFERENCES, MEETINGS and WORKSHOPS	<ul style="list-style-type: none"> • To qualify for use of The River Club Conference / Meeting venue, a minimum of 8 conference delegates are required to book a minimum 2-night stay. • The conference facility can take a maximum of 16 delegates, all of which are welcome to stay at the lodge. • Use of the Conference Venue is complimentary and only available to The River Club guests. • Request our CONFERENCES MEETINGS WORKSHOPS document from reservations@theriverclubzambia.com.

TRANSFERS – advance reservation required

The River Club is located 20 km / 12 miles upstream of Livingstone Town and Victoria Falls

- Guests are transferred by one of The River Club’s privately owned, air-conditioned vehicles when arriving or departing via Livingstone Airport or the Zambia Border with Zimbabwe.
- Cross-border pick-ups are booked by The River Club with 3-party specialists in cross-border transfers.
- On first arrival, when conditions permit, guests can be transferred a few kilometres past the lodge to a point upstream, from where the lodge boat will collect them, followed by a 10-minute scenic boat ride to The River Club’s jetty.
- **Note:** a boat-arrival may be unsuitable for guests who are unable to negotiate the staircase from the jetty up to the lodge grounds.
 - Please let us know in advance if a guest has any mobility concerns so that provision can be made accordingly.

To or From THE RIVER CLUB BY ROAD

PER PERSON SHARING

PRICES ARE ONE-WAY and SUBJECT TO CHANGE

Minimum 2 pax charge | Minimum 6 pax private

• Livingstone Airport (≤ 30 mins) OR Livingstone Town (≤ 25-minutes) OR Zambia Immigration at Vic Falls Border (≤ 40-minutes)	USD 32
• Cross-border Zimbabwe; Victoria Falls Airport – includes inter-border Railway Bridge traverse (≤ 1 ½ to 2-hours)	USD 66
• Cross-border Zimbabwe; Victoria Falls Hotels or Rovos Rail Siding, includes inter-border Railway Bridge traverse (≤ 1 to 1 ½-hours)	USD 63
• Inter-border Zambia-Zimbabwe Immigrations; ONLY traverse Victoria Falls Railway Bridge (≤ 10 minutes)	USD 12
• Cross-border Botswana; Kasane Airport or Kasane Town or Kasane Immigration on the Chobe River (≤ 1 ½ to 2-hours)	USD 80
• Cross-border Botswana; Chobe Game Lodge into Chobe National Park (≤ 2 to 3-hours)	USD 120
• Cross-country Lusaka International Airport (≤ 6 to 7 hours ’) – 1 to 5 pax - request a quote for bigger groups	USD 450

COVID INFORMATAION

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| <ul style="list-style-type: none"> • IN ADVANCE OF TRAVEL <ul style="list-style-type: none"> ◦ Please request updated COVID ARRIVAL REQUIREMENTS for Zambia at the time of booking and <u>again</u> shortly before setting off for Zambia. ◦ At the time of preparing this document, a SARS CoV2 PCR negative certificate dated 72-hours or less prior to arrival in Zambia is required. • ON ARRIVAL IN ZAMBIA <ul style="list-style-type: none"> ◦ A Zambian Ministry of Health Medical & Health Declaration is to be completed and submitted at point of entry. ◦ Visas are issued at point of entry as usual. ◦ As per the Zambian Ministry of Health requirements, visitors are to observe the usual COVID PRECAUTIONARY MEASURES such as maintaining physical distancing in public, which is very easy to do at The River Club, wear masks and practice safe hygiene etc. | <ul style="list-style-type: none"> • AT THE LODGE <ul style="list-style-type: none"> ◦ Protocols also apply at the lodge. ◦ Please request our COVID PROTOCOLS document from reservations@theriverclubzambia.com. ◦ A TRACK AND TRACE FORM will be completed on arrival at the lodge. ◦ All full names and <u>passport scans</u> are to be e-mailed in advance. • PLEASE BRING YOUR OWN: <ul style="list-style-type: none"> ◦ Hand sanitiser / masks and/or gloves / Pen. ◦ Raincoat if visiting the falls at times of high river levels. • COVID DEPARTURE RE-TEST and CERTIFICATE <ul style="list-style-type: none"> ◦ Please do let us know in advance if this will be needed. ◦ We assist guests with this - request full info from reservations@theriverclubzambia.com. |
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VISA REQUIREMENTS

- Please check passport nationalities well in advance to determine whether advance visas to visit Zambia are required.
- Please look at <https://www.zambiaimmigration.gov.zm/nationals-requiring-visa-prior-to-travel/> or contact reservations@theriverclubzambia.com to request assistance.
- If visas are required in advance, cancellation fees will apply on cancellations due to failure to obtain visas in time.
- Please allow a minimum of 30-working-days for Zambia Immigration to approve and issue advance visas.



STANDARD RESERVATION POLICY – subject to review at any time

The following comprehensive procedure is now in place taking you from PROVISIONAL to CONFIRMED to what happens if you wish to POSTPONE.

- i. **PROVISIONAL STATUS**
 - Reservations will be held on a PROVISIONAL basis for up to 21-days.
 - During this time a deposit should be remitted.
 - Please see the STANDARD PAYMENT POLICY on Page 4.
- ii. **CONFIRMED STATUS**
 - Once a deposit is received, the space is held as CONFIRMED until 45-days prior to arrival when the FULL BALANCE of the reservation value is due.
- iii. **POSTPONEMENT for CONFIRMED bookings**
 - Irrespective of when a booking was made, and subject to availability and the terms of our POSTPONEMENT POLICY for CONFIRMED BOOKINGS, if POSTPONEMENT becomes necessary, confirmed reservations are guaranteed space at a mutually agreed future date up to 31st December 2023.
- iv. **POSTPONMENT for PROVISIONAL bookings**
 - See the terms our POSTPONEMENT POLICY for PROVISIONAL BOOKINGS.
 - Request our full POSTPONEMENT POLICY from reservations@theriverclubzambia.com.
- v. **RESERVATIONS MADE LESS THAN 45-days PRIOR TO ARRIVAL**
 - CONFIRMATION is required immediately by remitting 100% of the reservation value.
 - Only by SPECIAL ARRANGEMENT agreed in writing with The River Club management may a late booking remain on PROVISIONAL i.e. without payment, and then only on the basis of FIRST REFUSAL for up to 14-days prior to arrival by which time 100% payment will result in confirmation or The River Club reserves the right to cancel outright.

STANDARD PAYMENT POLICY - subject to review at any time

The following STANDARD PAYMENT POLICY is more tolerant than the previous policy and supersedes ALL previous policies rendering them null and void. Unless NEW written agreements are made, any prior contractual agreements are also void.

ALL BOOKINGS, no matter when they were made, are now subject to the payment terms here below:

- i. **DEPOSIT**
 - Reservations are held on PROVISIONAL status for up to 21-days by which time CONFIRMATION is required by payment of a 20% deposit based on the full reservation value.
 - Unless special arrangements are made in writing within 21-days, the space will be released for resale.
- ii. **BALANCE**
 - The full balance is due 45-days prior to arrival. If it becomes applicable, postponement dates are taken into account.
 - Guests may settle extras direct at the lodge using a Master or Visa Card, or USD CASH or local ZMW (Kwacha) CASH.

STATEMENT OF LIQUIDITY

We wish to reassure guests all funds received as deposits to confirm or fully settle reservations are held by our principle marketing partner, Stirling Marketing, in their account in Mauritius.

The River Club has no access to reservation funds received until after the date of arrival. If you require further assurance please request Stirling Marketing's full STATEMENT OF LIQUIDITY from reservations@theriverclubzambia.com.

STANDARD CANCELLATION POLICY – subject to review at any time

This STANDARD CANCELLATION POLICY is generally more lenient than the previous policy. It supersedes ALL previous policies rendering them null and void. Unless NEW written agreements are made, any prior contractual agreements are also void.

ALL BOOKINGS, no matter when they were made, are now subject to the cancellation terms below:

- STANDARD BOOKINGS : 45 to 31-days - 20% | 30 to 15-days - 50% | 14-days or less - 100%
- GROUP BOOKINGS 5 rooms or more and EXCLUSIVE USE : 90 to 46-days - 20% | 45 to 31-days - 50% | 30-days or less -100%

POSTPONEMENT POLICY – subject to review at any time

The River Club offers a reasonable POSTPONEMENT POLICY to help avoid cancellation. However, before the STANDARD CANCELLATION POLICY comes into effect, we accept cancellation without question, subject to the CANCELLATION POLICY above.

POSTPONING CONFIRMED BOOKINGS

- Subject to availability, CONFIRMED bookings are guaranteed space on a future date up to 23rd December 2023 at no increase to the accommodation rate or applicable in-house services that may be charged on the reservation.
- STATUTORY CHARGES such as VAT, Service Charge, Tourism Levy and entry fees for National Parks and Museums are subject to any statutory increases.
- EXTERNAL services or activities requested and pre-booked by The River Club and pre-charged to the reservation will be subject to increase to operator rates prevailing at the time of the new dates.
 - o Any thusfar unpaid external services charged to the reservation at the time of postponement can exercise an OPTION TO CANCEL such services and the relevant charges removed from the reservation finances.
 - o External Operator cancellation policies apply throughout.

POSTPONING PROVISIONAL BOOKINGS

- Without funds to secure confirmation, if another request for the same space is received, the lead time to CONFIRM by full payment reduces, and cancellation by The River Club becomes more of a risk.
- Confirming a booking by remitting a deposit provides peace of mind in the event postponement becomes necessary.
- Please request the full POSTPONEMENT POLICY from reservations@theriverclubzambia.com.

If OUTRIGHT CANCELLATION is required at any time, the STANDARD CANCELLATION POLICY will apply

RESERVATIONS CONTACT DETAILS

E | reservations@theriverclubzambia.com

T | +27 (0) 72 517 4880

W | www.theriverclub.africa