



ILALA LODGE HOTEL RATES 2026

VALID 1st April 2026 - 31st March 2027

TERMS & CONDITIONS

IMPORTANT NOTES

- 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 aged 3 years and under will be accommodated free of charge when sharing a room with their parents or other paying guests
- All rooms accommodate a maximum of 2 guests (except for the Classic Suites at Ilala Lodge Hotel) or whereby an infant child can be accommodated in a cot.
- The hotel reserves the right to amend the above rates in-line with any government statutory increases

FIT BOOKING & PAYMENT 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

FIT CANCELLATION FEES

- Cancellations 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 BOOKING & PAYMENT POLICY

- Applicable to groups of 16 or more paying guests
- Confirmation must be made within 30 days from the date of placing the booking
- 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
- For every 16 full paying pax in a booking the 17th person is accommodated on a comp B&B basis

GROUPS CANCELLATION FEES

- Cancellations 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 OF 20+ ROOMS

- Applicable to groups of 20+ rooms booked
- 180 days prior to arrival - update on sales + 20% non-refundable deposit needs to be made to continue to hold the space.
- 120 days prior to arrival - release period
- 90 days prior to arrival - initial rooming list to be provided
- 60 days prior to arrival - final rooming list to be provided

GROUPS 20+ ROOMS CANCELLATION FEES

- 91 - 180 days - 20% non-refundable deposit retained
- 61 - 90 days - 50% cancellation fees
- 31 - 60 days - 75% cancellation fees
- 0 - 30 days - 100% cancellation fees

Please note that we do not have an attrition policy. Cancellations will be applicable on individual number of pax booked within a group.