

HOTEL CANCELLATION POLICIES

Booking Reference for all reservations: **CORESTA2026**

Victoria Falls being a prime travel destination, you are advised to make your accommodation reservations as early as possible.

Hotel	Contact Person	Telephone	Email Address	Website	Reservation Deadline	Cancellation Policy
1 Elephant Hills Resort (Congress Venue)	Memory Nyasha	+263 8677 004956	reservations@ehr.africansun.co.zw and reservations1@ehr.africansun.co.zw	https://africansun.com/hotels/elephant-hills-resort/	30 April 2026	<ul style="list-style-type: none"> 46+ days prior to arrival- no cancellation fees 30-45 days prior to arrival- 50% of the value of rooms cancelled 0-29 days prior to arrival- 100% of the value of rooms cancelled
2 Cresta Sprayview	Nomsa	+263 83 2844344-8	fom@sprayview.cresta.co.zw	www.crestahotels.com/hotels/zimbabwe/cresta-sprayview	30 April 2026	<ul style="list-style-type: none"> No verbal cancellation will be accepted. 20% Non-Refundable deposit due if cancelled. No charge to change booking in the event COVID restrictions hinder travel. 100% Cancellation fee on the total booking if cancelled within 30 days or less prior to arrival. The above cancellation penalties will also apply should there be a reduction in number of nights.
3 Rainbow Victoria Falls	Eginetha Mazvivinga	+263 772 307130 +263 711430003	reservations.vfrh@rtg.co.zw	https://rtgafrica.com/victoria-falls-rainbow-hotel/	30 April 2026	<p>Room cancellation will be subject to the following policy:</p> <ul style="list-style-type: none"> Full refund of deposit for cancellation made 30 days or more prior to date of arrival. Refund of 50% of deposit for cancellation made 15-29 days prior to date of arrival. Refund of 25% of deposit for cancellation made 8-14 days prior to date of arrival. No refund of deposit for cancellation made 7 days or less to date of arrival.

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4 Victoria Falls Safari Lodge	Lynah Dhliwayo	+263 774 966 878	safgroup@vfsl.co.zw	https://victoria-falls-safari-collection.com/en-US/accommodation/victoria-falls-safari-lodge	31 March 2026	<p>Foreign Independent Traveller (FIT) Cancellation Policy:</p> <ul style="list-style-type: none"> Prior to date of arrival: <ul style="list-style-type: none"> More than 31 days – no cancellation fee. 30 -21 days: 50%. 20 – 7 days: 75%. Less than 6 days: 100%. <p>The above percentages are based on the total value of the individual reservation as booked. During High Season, we reserve the right to charge FULL payment on any bookings cancelled 31 days or less prior to arrival.</p> <p>A valid voucher or full payment is required 30 days prior to date of arrival for these High Season months to confirm such bookings.</p> <ul style="list-style-type: none"> No Shows: <ul style="list-style-type: none"> No shows attract a 100% cancellation fee Group Payment Policy: <ul style="list-style-type: none"> A non-refundable deposit equal to 10% of the total value of the booking is required to confirm a group booking. Full pre-payment is required 60 days prior to the date of arrival in order to confirm the booking/reservation. For bookings made less than 90 days prior to arrival date full payment within 72 hours is required. A valid voucher is required 60 days prior to arrival date to confirm the booking/reservation. The valid voucher or email confirming the booking/reservation is acceptance of the 10% non-refundable deposit.

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5 Palm River Hotel	Heidi Wightman or Leeroy	+263 71 756 4299	onlinereservations@palmriverhotel.com	www.palmriverhotel.com	31 March 2026	<ul style="list-style-type: none"> • No verbal cancellation will be accepted. • 20% Non-Refundable deposit due if cancelled. • No charge to change booking in the event COVID restrictions hinder travel. • 100% Cancellation fee on the total booking if cancelled within 30 days or less prior to arrival. • The above cancellation penalties will also apply should there be a reduction in number of nights.
6 The Bayete Collection: 1. Drift Inn 2. The Victorian Manor	Kwenama	+263 832 847 321 The Victorian Manor Reception: +263 832 844 849	res@bayeteguestlodge.com	www.thebayetecollection.com	31 March 2026	<p>Cancellations made:</p> <ul style="list-style-type: none"> • 0 - 14 days before travel: 100% cancellation fee. • 15 - 28 days before travel: 70% cancellation fee. • 29 - 59 days before travel: 50% cancellation fee. • 60 - 90 days before travel: 20% cancellation fee.
7 Insika Lodge	Nonty Maseko	+263 78 985 2051	res@insikalodge.com	https://insikalodge.com	28 February 2026	<ul style="list-style-type: none"> • 61 days or more prior to arrival or travel date: 0% cancellation fees • 46-60 days prior to arrival or travel date: 25% deposit forfeited • 45-31 days prior to arrival or travel date: 50% of the total booking value • 30 Days prior to arrival or travel date: 100% of total booking value • No shows and early departures will be charged 100% of total booking value
8 Kasambabezi Lodge	Karin	+263 786953564	res@kasambabezilodge.com	https://kasambabezilodge.com/	30 April 2026	<p>Cancellation Policy is charged as follows:</p> <ul style="list-style-type: none"> • 0-14 days before travel, 100% cancellation fee. • 15-28 Days before travel, 70% cancellation fee. • 29-59 Days before Travel, 50% cancellation fee. • 60-90 Days before travel, 20% cancellation fee.

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9 Dzimbahwe Lodge	Anna	+263 7734662343	reservations@dzimbahweguestlodge.com	https://dzimbahweguestlodge.com/	31 March 2026	<p>CANCELLATION POLICY</p> <ul style="list-style-type: none"> • 0-14 days before travel, 100% cancellation fee. • 15-28 Days before travel, 70% cancellation fee. • 29-59 Days before Travel, 50% cancellation fee. • 60-90 Days before travel, 20% cancellation fee.
10 Bishop House	Fadzi	+263 78 874 6867	info@bishophousevictoriafalls.com	https://bishophousevictoriafalls.com/	31 March 2026	
11 Peniel Retreat Centre	Reservations	+263 78 809 2361	res@penielvicfalls.com	https://penielvicfalls.com/	31 March 2026	<ul style="list-style-type: none"> • A 50% non-refundable deposit is required in order to secure facilities. • All bookings are subject to change without notice if not confirmed within the agreed time period. • Full payment is expected 3 weeks before the date of the event/occasion/service. • Payment must be communicated to Peniel Retreat Centre and accompanied by proof of payment (P.O.P.). • Please note that payment is to be made in USD. If using other currencies, a new quotation will be issued.
12 Furusa Guest House	Blessing Furusa	+263 77 269 4074	info@furusaguesthouse.com	https://furusaguesthouse.com/	30 April 2026	<ul style="list-style-type: none"> • Cancellation made less than 7 days before check-in <ul style="list-style-type: none"> - No refund will be provided. • Cancellations made 7 days or more before check-in <ul style="list-style-type: none"> - we will charge the full rate for the first night of the booking and refund the remaining amount of the deposit, less any bank transfer costs
13 The Shrub	Victoria	+263788746909	reservations@theshrublodge.com	www.theshrublodge.com/	30 April 2026	<p>Cancellations made:</p> <ul style="list-style-type: none"> • 0-14 days prior to arrival: 100% cancellation fee • 15-28 days prior to arrival: 50% cancellation fee • 30+ days prior to arrival: No cancellation fee

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14 Premier Lodge	Nyasha or Abigail	+263 774 702 333 +263 712 338 765	bookings@africapremiersafaris.com and abigail@africapremiersafaris.com	www.vicfallspremierlodges.net/	31 March 2026	<p>Cancellation Policy for reservations is as follows:</p> <ul style="list-style-type: none"> • Full refund for payment for cancellation made 45 days prior to date of arrival. • Refund of 50% of the deposit for cancellation made 30-44 days prior to date of arrival. • Refund of 25% of the deposit for cancellation made 29-15 days prior to arrival. • No refund of deposit for cancellations made 14 days or less to date of arrival. <p>Please note that rates are subject to change without notice.</p>
15 Murugare	Mukudzei	+263 77 777 5065	murugare23@gmail.com	www.murugarevictorafalls.com/	30 April 2026	<ul style="list-style-type: none"> • 30 days before arrival attracts a 30% cancellation fee. • 14 days - 50% cancellation fee. • 7 days and under - 100% cancellation fee. <p>Payment:</p> <ul style="list-style-type: none"> • Accommodation is to be paid up front at CHECK IN or if possible prior to arrival via bank transfer. • Any extras during the stay, i.e. bar, room service etc., will be charged for at CHECK OUT on the final invoice. • Guests extending their stay will be required to pay accommodation up front and any extras will be carried forward and charged for at CHECK OUT. • Adult rates apply from 13 yrs of age. Maximum 2 adults per double suite. • Child rates apply to under 12 yrs. Payment in full is required prior to check-in. <p>Payment can be made in cash, bank transfer, card on-site, Western Union or Mukuru.</p>

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16 Zambezi Boutique Hotel	Carmen Jones	+ 263 774999600	reservations@zambeziboutique.com	www.zambeziboutique.com	30 April 2026	<p>Cancellation Policy</p> <ul style="list-style-type: none"> • Full refund of deposit for cancellation made 30 days prior to date of arrival. • Refund of 50% deposit for cancellation made 15-29 days prior to date of arrival. • No refund of deposit for cancellation made 14 days or less prior to date of arrival.
17 Bhejane Lodge	Sherylynn Chirindah or Smally (Reception)	+263 832 843380 or +263 774 946542	bhejanelodge2@gmail.com reservations@bhejanelodge.com	www.bhejanelodge.com	31 March 2026	<ul style="list-style-type: none"> • No refunds if the cancellation is made within 30 days.