



MANTIS KIVU MARINA BAY HOTEL

RACK RATE SHEET

2024 - 2025

PRIVATE & CONFIDENTIAL

RACK RATE SHEET 2024 - 2025

MANTIS KIVU MARINA BAY HOTEL

RUSIZI DISTRICT | RWANDA



		1 APRIL 2024 —31 MARCH 2025
		RACK
Standard Room - Mountain View (36)	Single	155
	Double	190
Standard Room - Pool View (12)	Single	170
	Double	205
Standard Room - Lake View (10)	Single	180
	Double	215
Family Room (12)	Single	195
	Double	230
Deluxe Room (8)	Single	240
	Double	275
Presidential Suite (1)	Single	1 895
	Double	1 930

TERMS & CONDITIONS

Rates are:

- Quoted in US dollar (\$).
- Subject to availability.
- **Quoted per room per night or on a single basis. Maximum of 2 adults per room.**
- Inclusive of accommodation, breakfast all levies, and 18% VAT. Additional charges to be settled direct.
- Subject to change without prior notice.

Child Policy:

- This policy applies to all children from 0 to 11 years old. Children of all ages are welcome, however children between 0 and 12 must be in the company of and supervised by an adult at all times.
- Children 0 to 3 are accommodated on a complimentary basis when sharing with 2 adults.
- Children 4 to 11 years (sharing room with adults) are accommodated complimentary, and will only be charged for their meals.
- A maximum of 1 child can be accommodated with 2 adults in a standard room, subject to availability of fold away beds.
- A maximum of 2 children can be accommodated with 2 adults in a family room.
- Children from 12 years and older are considered as adults and will therefore require their own room at the applicable rates.
- Children not sharing with adults (occupying their own room) will be charged at the normal room rate.

Bookings and Payment policy:

- All bookings made with Mantis Kivu Marina Bay Hotel will be regarded confirmed unless otherwise requested at the time of booking.
- Any discrepancies on the confirmation or invoice must be addressed with reservations within 7 days from issue.
- Provisional bookings are subject to availability; i.e.: should we have limited rooms available, only confirmed bookings will be accepted.
- Bookings made less than 30 days prior to arrival will be held for a maximum of 48 hours.
- Bookings made 30 - 90 days prior to arrival will be held for a maximum of 7 working days.
- Bookings made more than 90 days prior to arrival will be held for a maximum of 14 working days.
- 50% deposit payment is required at time of booking.
- Full pre-payment is required 30 days prior to arrival.

Cancellations:

- Only written cancellations will be accepted. Ensure to receive an acknowledgment of cancellations from reservations.
- 25% of fee if cancelled less than 60 days prior to arrival.
- 50% of fee if cancelled less than 45 days prior to arrival.
- 100% of fee if cancelled less than 30 days prior to arrival.

Group: Bookings and Payment policy:

- This policy applies to bookings of ten (10) or more adults.
- A 10% non-refundable deposit may be requested at time of booking in order to secure rooms, dependent on season.
- Provisional reservations made more than 60 days prior to arrival will be held for a maximum of 14 working days, thereafter it will automatically be released.
- Full pre-payment (100%), final rooming lists and requirements to be received 30 days prior to arrival.
- Reservations made less than 30 days prior to arrival will require full pre-payment at time of booking.

Group Cancellations:

- 50% of fee if cancelled less than 90 days prior to arrival.
- 100% of fee if cancelled less than 60 days prior to arrival.

Waiver:

- Mantis Kivu Marina Bay Hotel reserves the right to release bookings should payment not be received by the requested date.
- Mantis Kivu Marina Bay Hotel retains the right to admit or remove any guests whose behaviour impacts negatively on the hotel property, other guests and / or staff.