



Hôtel Résidence Kakatar | Dakar, Yoff

General Terms and Conditions for Reservation or Cancellation

I. MAKING A RESERVATION

After having checked availability of the apartment or studio that you wish to book, you will need to send us 50% of the reservation's price by the method of your choice (See Below in the payment methods section).

Reservations will only be firm after Kakatar received the payment of the reservation fee. Please do check with us that your payment has been accepted before making any travel plans.

You can send us your proof of payment or reservation request by email: contact@kakatar.com or by fax: +44 207 681 2326

2. INFORMATION REQUESTED

Along with your reservation's deposit, it is essential that you supply us with the following information for all of the guests: Last Name, First Name, Nationality, Date of Birth and the dates of your stay.

If you need us to pick you up at the airport, we will also need your flight information (extra cost).

3. ADDITIONAL GUESTS

Any additional guests will only be admitted after consulting and being authorized by the manager. If too many people are staying in a studio or an apartment, the manager reserves the right to refuse extra guests or to charge a supplement.

4. CANCELLATION POLICY

- **Cancellation more than 30 days before arrival:** If you wish to cancel more than 30 days before your arrival date, you will be refunded in full, less a 10% for administration fees.
- **Cancellation less than 30 days be-**

fore arrival: If you ask for a refund less than 30 days before your arrival date, you will lose 50% of the total reservation, unless arranged otherwise with the manager. If you cancel, make sure that the manager has received and acknowledged your cancellation request.

- **In case of no-show:** The hotel requires 100% of the total booking amount.
- **Excursions and other services:** Any cancelled excursions will incur an 80% charge, unless we are able to make better cancellation arrangements (This will depend on vehicle rental conditions, partner hotels, drivers and tour-guides.

Cancellation must be confirmed by one of our consultants.

If you do not receive a confirmation email of the cancellation within 24 hours after submission, it means we have not received your request and you must re-submit or contact us for verification.

5. RULES

A. Tobacco: It is totally prohibited smoking tobacco products (cigarettes, pipe or cigar) within the Kakatar hotel's rooms and in all the common areas. You are allowed to smoke, only if you do not bother other guests (or not in front of children), in your private balcony, at the beach or in the café that is located on the hotel's roof.

B. Alcohol: You are allowed to drink alcohol in the hotel. If you leave the building, please make sure you respect the neighbours and the premises.

C. Natural Resources: Water is a very rare product in Africa; please make a good use of it.

D. Beaches: The beaches are situated in

front of the hotel and have free access for Kakatar's clients but they are in any way related to Kakatar except for its cordial relationship with the authorities.

The non-respect of the rules could lead to the immediate eviction of the hotel without any possibility of refund.

6. TOURIST TAXES, VAT & OTHER FEES

All the taxes, no included in the published fares on the Website, are payable directly at the hotel.

In case of complaints or comments, positive or negative, please feel free to send us an email to: contact@kakatar.com.

7. MODIFICATION OF THE GENERAL TERMS & CONDITIONS FOR THE HOTEL RESIDENCE KAKATAR

The Management of Kakatar reserves the right to modify the GSC at any moment and to notify the clients as quickly as can be.

Thus, any modification of the general sales conditions will be published on the Website www.hotel-kakatar-dakar.com

8. PAYMENT METHODS

Note that to facilitate worldwide payments most payments are accepted through our billing agent Amedia Ltd.

A. Bank transfer:

The most cost efficient way to pay is via bank transfer as there is no supplement on our end for this type of reservation, however, you must anticipate that bank wire transfers can take 2 or 3 days in Europe and may take up to 3 weeks to get to Senegal.

We highly recommend you to send us a copy of your bank transfer in order to help us locate the funds, by fax: +44 207 681 2326 or by email: contact@kakatar.com.

a. Bank wire transfer to Senegal

This method is free on our end, but please allow up to 3 weeks for us to see the payment on our Internet banking.

Beneficiary	C. Buchalet
Address	Villa 448 Yoff, Apecsy II Ouest, Dakar Yoff
Bank	« Société Générale » SGBS, Agence de Yoff, Dakar, Route de l'aéroport
Bic (Swift)	SGSNSNDA
IBAN	SN01101011 003002433044 28

b. Bank wire transfer to Europe

Free on our end, but may take up to 3 days to show on our Internet banking.

Beneficiary	Amedia Ltd
Address	6 London Street, W2 1HR London, UK
Bank	HSBC Bank PLC, London Paddington Branch
Bic (Swift)	MIDLGB22
IBAN	GB33MIDL40051570477745

B. PayPal:

PayPal is a very efficient way to wire funds; you can wire funds to paypal@amedia.com. PayPal reservations incur a 4% surcharge to cover part of the PayPal fees and exchange rates.

C. Credit Cards:

Our billing agent accepts Visa, MasterCard and American Express. Credit card reservations will incur a 4% surcharge to cover the banks fees.

Please fill-out and sign our CC billing form if you wish to pay by CC. If the credit card information is invalid, the reservation will automatically be canceled.

D. Western Union:

You need to wire a minimum of 70 Euros and please add a 10% handling fee, as we have to go to Western Union to recover the funds.

Beneficiary: Khalifa Diallo, Villa 448, Yoff Apecsy II, Ouest, Dakar, Senegal.

Note that you can always arrange a cash payment with the manger in Dakar or via our billing agent Amedia's offices in any one of these locations: Barcelona, Switzerland or London.

Form to print and send us back by email to: contact@kakatar.com or by fax to: +44 207 681 23 26 for processing your credit card via our billing agent Amedia ltd.

DATE: _____ / _____ / _____



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