

BOOKING TERMS & CONDITIONS

Property: Epic Cottages, Buliisa, Uganda

Effective Date: January 2026

At Epic Cottages, we are delighted to welcome guests seeking an authentic and refined safari experience inspired by the world's most respected international safari lodges. The following Terms & Conditions are designed to ensure clarity, fairness, and peace of mind, while allowing us to deliver the highest standards of service to every guest.

By confirming a reservation, the Guest or appointed Tour Agent acknowledges and agrees to these Terms & Conditions.

1. RESERVATIONS & CONFIRMATION

All reservations are kindly requested in writing via email. Bookings remain provisional until the required deposit is received.

A reservation is confirmed upon receipt of the applicable deposit.

For group bookings of eight (8) guests or more, a final rooming list is required no later than 30 days prior to arrival. The full balance for group reservations is payable twenty-one (21) days prior to arrival.

2. PAYMENT TERMS

Deposit & Confirmation

A 20% deposit is required to confirm all reservations.

For Peak Season stays, a 25% deposit applies.

Deposits are requested within 14 days of issuing a provisional booking. To fairly manage availability for all guests, Epic Cottages may release unconfirmed space should payment not be received.

Balance Payment

Individual bookings: balance payable 14 days prior to arrival.

Group bookings: balance payable 21 days prior to arrival.

Bookings within this period require full payment at confirmation.

Payment Methods

Payments are accepted via Bank Transfer (USD or UGX), Mobile Money, and Credit or Debit Card payments where available. Secure payment links may be provided upon request. Unless otherwise agreed in writing, all transaction charges are the responsibility of the payer.

3. CANCELLATION & AMENDMENT POLICY

Cancellations must be received in writing.

61 days or more: no charge, deposit held as credit for 12 months.

60–31 days: 25% of booking value.

30–15 days: 50% of booking value.

14–3 days: 75% of booking value.

48 hours or less or no-show: 100% of booking value.

Early departures and unused services are non-refundable.

4. CHILD POLICY

0–4 years: complimentary when sharing.

5–12 years: 50% sharing, 75% single room.

13 years and above: full adult rate.

5. DRIVER & GUIDE POLICY

One driver/guide per vehicle accommodated subject to availability.

Meals charged at UGX 30,000 per day.

Guest facilities charged at guest rates.

6. CHECK-IN & CHECK-OUT

Check-in from 14:00 hours.

Check-out by 10:30 hours.

Late check-out may incur a 50% day-use fee.

7. Liability & Force Majeure

While Epic Cottages takes every reasonable measure to ensure guest safety and comfort, it cannot accept responsibility for loss, damage, or injury to persons or personal property.

Guests are strongly encouraged to obtain comprehensive travel insurance.

Date changes will be offered in force majeure cases, valid up to 12 months.

8. GUEST CONDUCT & DAMAGES

Guests are requested to respect the environment and property. Damages caused by negligence or misconduct may be charged.

9. GOODWILL & FLEXIBILITY

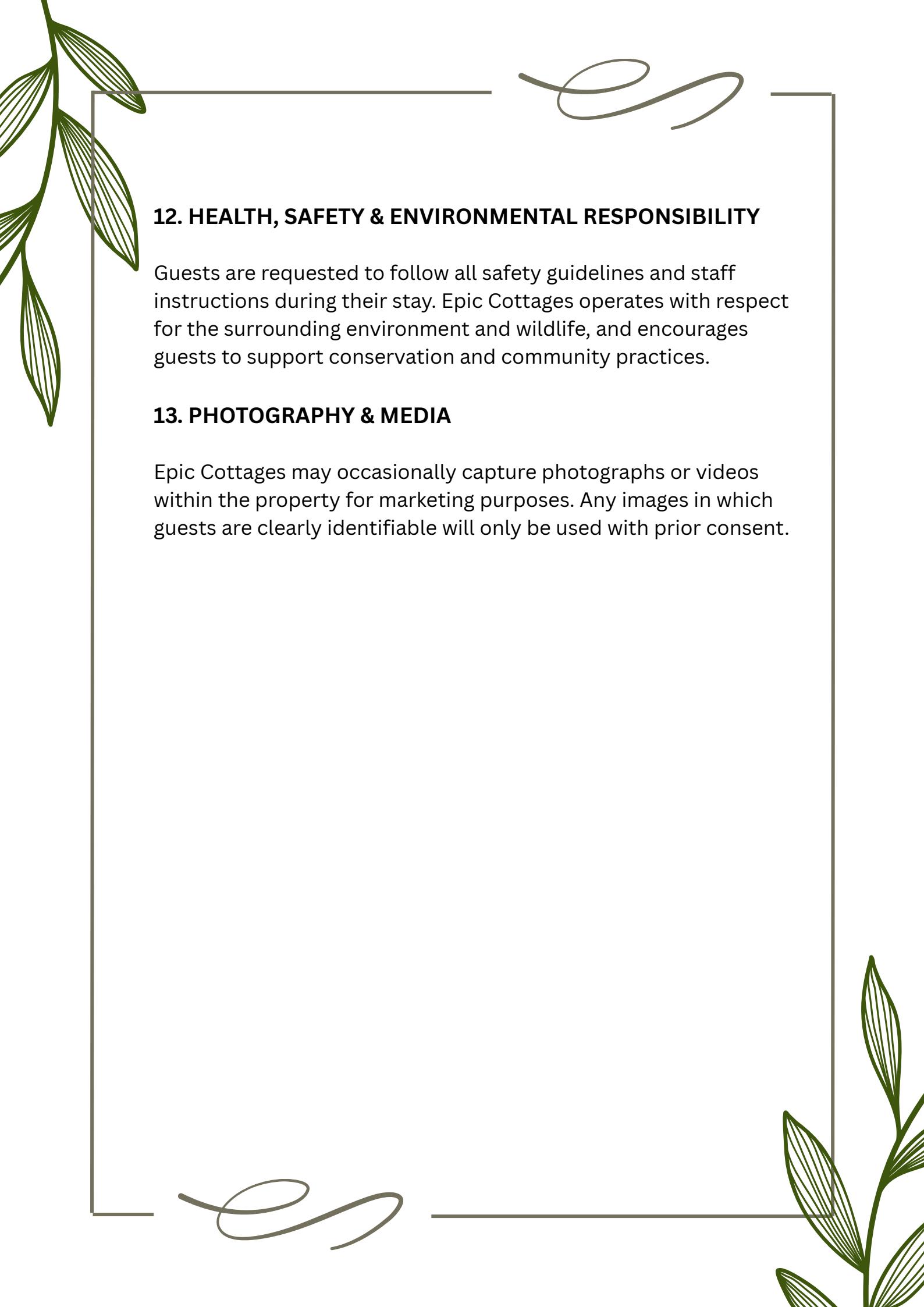
While the above policies apply to all reservations, Epic Cottages understands that exceptional circumstances may arise. Where possible, and at management's discretion, we will endeavor to offer reasonable flexibility in the spirit of goodwill and long-term guest relationships.

10. RATES & INCLUSIONS

All rates are quoted per night unless otherwise stated and include accommodation and services expressly specified in the confirmed booking. Any additional services, activities, or consumables not listed will be charged separately.

11. GUEST PRIVACY & DATA PROTECTION

Epic Cottages respects the privacy of all guests and is committed to safeguarding personal information. Guest details are used solely for reservation, operational, and legal purposes and are never shared with third parties except where required by law.



12. HEALTH, SAFETY & ENVIRONMENTAL RESPONSIBILITY

Guests are requested to follow all safety guidelines and staff instructions during their stay. Epic Cottages operates with respect for the surrounding environment and wildlife, and encourages guests to support conservation and community practices.

13. PHOTOGRAPHY & MEDIA

Epic Cottages may occasionally capture photographs or videos within the property for marketing purposes. Any images in which guests are clearly identifiable will only be used with prior consent.