



Reservation and cancelation policy

Below are our general reservations and cancellation policies. Please note, different policies might apply to your booking. Please refer to your booking confirmation for further details.

If you are a travel agent, please refer to your contract or booking confirmation for our reservations and cancellation policies. Those policies apply to all of your bookings unless specifically stated in your booking confirmation.

Reservations

Reservations and bookings only can be made online either on the Kemrose website (www.kemrose-uganda.com) or third parties we site. Accepted payments are major cards and mobile money. All guest must produce a valid passport on check-in. Check-in times are 14:00 and check-out times are 10:00

Cancellations

For individual bookings of less than 5 rooms, and bookings not considered a group, the following cancellation policy applies:

- If cancelled up to 48 hours before arrival no fee will be charged.
- If cancelled less than 48 hours before arrival, or in case of a no-show, US\$120 will be charged.
- If you are a no-show, US\$120 will be charged.

For bookings of more than 5 rooms our group cancellation policy will apply. If your group booking comes with a pre-payment condition the below cancellation policy will not apply.

Cancellation fee:

- If cancelled at least 4 weeks prior to arrival no cancellation fee will be charged.
- If cancelled between 3 weeks before arrival date a 15% cancellation fee applies
- If cancelled between 20 weeks before arrival date a 50% cancellation fee applies
- If cancelled within 4 weeks before arrival date a 100% cancellation fee applies.

On peak days the following cancellation policy applies:

- If cancelled up to 48 hours before arrival no fee will be charged.
- If cancelled less than 48 hours before arrival, or in case of a no-show, a 100% cancellation fee applies.

Cancellations must be made in writing prior to the scheduled event.