

MUSANZE
MUSANZE

GAKORO



DISTRICT
SECTOR
RWAMBOGO CELL
VILLAGE

ISANGE PARADISE RESORT Ltd
Social business of Future4Kids Rwanda
Tel: +250 78 5038347
Tin Number: 108442863

Hotel Policy Document/2025

Welcome to ISANGE PARADISE RESORT,

We are committed to providing an exceptional experience for all our guests. Please take a moment to review our Room Rates and policies to ensure a pleasant stay.

I. Terms and conditions of services

1. All rates are in US Dollars and inclusive of complimentary Breakfast, Complimentary 4G Wi-Fi & VAT
2. Early check-ins and late check-outs may be accommodated upon request, subject to availability and additional charges, 100% & 50%. we kindly request that the room be reserved from the night before the actual date of arrival or departure.
3. Reserved hotel rooms are available from **1 p.m (Check - in)** on the day of arrival until **10:00 a.m (Check - out)** on the day of departure. Arrival before **1 p.m.** is only possible by prior arrangement (until one evening before). Unless a specific arrival time is agreed upon, we reserve the right to rent ordered rooms to other guests after **6 p.m.**
4. In case, you need to leave early, please inform reception by **8 pm** the day before.
5. Our guest accommodation agreement is concluded as soon as you have ordered the room (s) or, if confirmation was not possible due to time constraints, the Room (s) will be provided. A telephone reservation is also binding and does not require a written form.
6. We reserve the right to change prices at any time before or after your booking without notice.
7. This contract is legally binding for both parties, including the option dates and alternative dates. If the party wishes to either change or cancel these dates, mutual agreement must be reached, after the agreed option dates and alternative dates have expired, we reserve the right to assign the reserved rooms to other guests.
8. When registering for more than one person/group, the booker provides a list of the expected guests (rooming list) up to **4 days** before arrival.
9. Within the constraints of availability, we promise to find suitable alternatives in another residence if a particular room cannot be provided for any reason.
10. For the confirmation of a reservation of one room or more, an advance payment of **50%** up to 1 month before use of the room is deemed to have been agreed. For bookings at shorter notice, this advance payment is due directly.
11. The prices quoted are inclusive of the applicable value-added tax. If the value-added tax changes, the agreed prices shall change accordingly.
12. A refund of services ordered but not used is not possible.

MUSANZE
MUSANZE

GAKORO



DISTRICT
SECTOR
RWAMBOGO CELL
VILLAGE

13. In case of changes and cancellations of reserved rooms and arrangements, You can cancel your reservation free of charge up to **3 Days** before arrival and we reserve the right to charge in the following scale: **80%** of the agreed service up to **1 day** before arrival and **100%** of the agreed service zero days before arrival
14. Faults in technical or other facilities must be fixed promptly, and no withholding or reduction of payments is allowed.
15. Verbal side agreements are not valid. Cancellations, changes, and additions must be in writing (email, WhatsApp, Signal, Telegram, message/SMS).
16. Correction of errors and typographical errors reserved.
17. The effectiveness of the remaining agreements is not affected by the ineffectiveness of individual provisions of the contract or these conditions.

II. Liability

- The hotel is not responsible for lost, stolen, or damaged personal items. Use of in-Reception safe is recommended.
- Security personnel and cameras monitor the entire premises,
- Guests are responsible for any damage caused to hotel property during their stay.

18. Jurisdiction is Musanze District, Musanze Sector

19. Additional services (Non-Commissionable)

- Half Board per adult: USD 18;
- Full Board per adult: USD 36 (Inclusive of 1 soft drink/meal, exclusive of alcoholic beverages)
- 0 to 5 years, sharing with 1- 2 full paying adults stay free of charge
- **Children aged 5.1 to 12 sharing a room with 1-2 full-paying adults will be charged USD 20 per child per night for an additional bed.**
- Packed lunches, where applicable, are available on request
- Buffet Service for groups of 10+: USD 15/person inclusive of soft drink

DISCLAIMER: These Terms and Conditions are subject to change without notice.

I look forward to working with you!!!

Management of ISANGE PARADISE RESORT
