

Internal rules and general terms

Article 1

We are committed to provide best welcoming to our guests and make their stay comfortable and unforgettable

Article 2

Booking

The booking is effective as soon as Djoliba Lodge has received a confirmation email and a deposit of 30% of total amount of the reservation.

The confirmation email means approval of the Djoliba Lodge rules.

Article 3

Payment

Payment of the balance will be paid when arriving at Djoliba Lodge.

The payment can be done by cheque on a Bank located in Niger or by cash (FCFA or Euros).

Article 4

Customer cancelling

Because of the very small size of our guest house, every cancelling affects us significantly.

In all cases, the deposit amount will be acquired to Djoliba Lodge.

If cancelling within 7 days before arrival, the deposit is not refund and the total amount of booking is due. (less nights if booked to another guest)

If the guest does not arrive before 7 PM, without notifying, the room may be offered to another guest.

In case of adjourned stay, the total booking amount remains due.

In case of long stay, we recommend to take out a cancellation insurance.

Article 5

Owner cancelling

If the owner cancels the booking, he must inform the customer and be sure that the customer is well advised. The total amount paid will be reimbursed.

Article 6

Arrival

The guest is asked to arrive on the scheduled day and time.

In case of late arrival, Djoliba lodge must be advised as soon as possible.

Article 7

Departure

The rooms have to be released before 11 am.

If late departure, Djoliba lodge may provide a day room for a reduced price, if room available.

Article 8

Use of premises

The guests have to respect the peaceful character and normal way of using the premises.

The rooms have to be return in good condition. In case of damage, guests are committed to reimbursed the arised expenses.

Eating meals in the rooms is forbidden, the terrasse can be use when breakfast service is over.

The room is made for a specified number of people. In order to ensure security of the lodge, no additional person can be hosted by guests.

Smoking in the rooms or lounges is forbidden, ashtrays are provided on tables in the garden for smokers.