

HOW TO REACH US:

- Flying - from Nairobi into Kilaguni airstrip (Tsavo West), then drive to the LUMO Sanctuary (transfers are an additional cost).
 - Charter flight to Taita hills airstrip. Longitude 38.14/east. Latitude 03.30/south degrees.
- Driving:
 - 7 hour drive from Nairobi.
 - 4 hour drive from Mombasa.
 - 4 hour drive from Arusha.

TO CONFIRM AND RESERVE ACCOMMODATION:

- Provisional bookings will be held as indicated on the offer
- The booking will only be confirmed upon receipt of a 50% deposit
- A confirmation voucher will only be issued once the 50% deposit has been received.
- 100% of the total payment must be made at least 30 days prior to arrival.
- Bookings might be lost if payment is not made within the above mentioned due date.

CANCELLATION POLICY

- All cancellations should be submitted in writing.
- The following terms apply when you cancel bookings:
 - Cancellation over 60 days before your booking date, 10% of the total cost will be charged.
 - Cancellation from 45 - 60 days before your booking date, 25% of the total cost will be charged.
 - Cancellation from 30 - 44 days before your booking date, 40% of the total cost will be charged.
 - Cancellation from 22 - 29 days before your booking date, 75% of the total cost will be charged.
 - Cancellation from 21 days before arrival or should you fail to travel, 100% of the full cost of the accommodation booked will be charged.

TRAVEL INSURANCE:

- All clients are expected to take full travel insurance in order that cancellations can be claimed in legitimate circumstances.

