



THE BUSHCAMP COMPANY

SOUTH LUANGWA NATIONAL PARK, ZAMBIA

Terms & Conditions for Guests as of April 2026

These Terms & Conditions apply to all bookings made with The Bushcamp Company and form part of the contractual agreement between the guest and The Bushcamp Company.

Inclusions

Mfuwe Lodge & The Family House

Accommodation rates include shared road transfers to and from Mfuwe Airport, accommodation, all meals, tea and coffee, scheduled game-viewing activities, laundry service, applicable government taxes including 16% VAT, and a service charge.

KuKaya

Accommodation rates include shared road transfers to and from Mfuwe Airport and between bushcamps, accommodation, all meals, alcoholic and non-alcoholic beverages including premium beverages, scheduled game-viewing activities, a private guide and private safari vehicle, walking safaris, laundry service, applicable government taxes including 16% VAT, and a service charge.

Bushcamps

Accommodation rates include shared road transfers to and from Mfuwe Airport and between bushcamps, accommodation, all meals, alcoholic and non-alcoholic beverages excluding premium beverages, scheduled game-viewing activities, walking safaris, laundry service, applicable government taxes including 16% VAT, and a service charge.

Exclusions

Mfuwe Lodge, The Family House at Mfuwe Lodge, Villas at KuKaya, and all Bushcamps

Accommodation rates exclude South Luangwa National Park entry fees, government bed levies, and conservation supplements such as the Luangwa Conservation & Community Fund (LCCF), Stewards of the Wild, and other designated conservation initiatives.

Accommodation rates further exclude safari enhancements not listed in the inclusions, premium alcohol or wines if not specifically stated in the package price, and regional flights or other non-Bushcamp Company travel arrangements.

Conservation, Park & Access Levies

Relevant National Park entry fees, bed levies, and conservation levies are charged in addition to accommodation rates on a per person, per night basis.

These charges are mandated by government and conservation authorities and are subject to change without notice. Any increase will be passed on to the guest.

Additional Charges & Services

The following services may be arranged on request and are charged separately unless otherwise stated: bush spa treatments, suite supplements, and single supplements as per the applicable rate sheet.

Private guides and vehicles are available at USD 600 per vehicle per day, subject to availability. Lusaka Airport meet-and-greet services and private road transfers are available at USD 75 per person per itinerary.

The Kapamba Airstrip landing fee is USD 25 per person per landing. This fee supports ongoing airstrip maintenance and operational costs.

A contribution of USD 40 per person per itinerary is charged for the “Keyrings / Curios for Conservation” programme, which supports The Bushcamp Company’s community and conservation initiatives.

Tour Leaders, Pilots & External Guides

Tour leaders, pilots, or external private guides accompanying guests are charged USD 150 per person per night, in addition to applicable park fees and conservation levies. These charges are non-commissionable. Accommodation is provided in a guide room or a suitable nearby alternative.

Private Vehicles, Guides & Family Travel

Guests are allocated a professional guide at each camp visited. Unless otherwise specified, safari vehicles are shared with other guests.

Guests booking a private vehicle will enjoy the exclusive use of both vehicle and guide throughout their stay at each camp. Private vehicles and guides are complimentary for guests staying at KuKaya and The Family House.

Families travelling with at least one child under the age of twelve are required to book and pay for a private vehicle for the full duration of their stay. In accordance with Department of National Parks & Wildlife regulations, children under the age of twelve are not permitted to participate in walking safaris.

Travel Insurance

Upon confirmation of a booking, guests are required to ensure that comprehensive travel and medical insurance is in place. This insurance should include coverage for cancellation or interruption of travel, personal accident, emergency evacuation, medical expenses, repatriation costs, and loss of baggage.

The Bushcamp Company cannot accept responsibility for delays or disruptions caused by external factors, including but not limited to adverse weather conditions, flight rescheduling, or missed connections. Any additional costs arising from such events are the responsibility of the guest.

Cancellation Policy

Cancellations made between 0 and 30 days prior to travel will incur a 100% cancellation charge.
Cancellations made between 31 and 60 days prior to travel will incur a 75% cancellation charge.
Cancellations made between 61 and 90 days prior to travel will incur a 50% cancellation charge.
Cancellations made more than 90 days prior to travel will incur a 20% cancellation charge.

Refunds for third-party services will only be issued to the extent that refunds are received from the relevant third-party providers.

Gratuities & Service Charges

A service charge equal to 10% of the accommodation rate is allocated equally among general staff. Additional tipping is entirely at the guest's discretion; as a guideline, we generally recommend USD 15 to USD 30 per guest per day for general staff.

Guides and scouts are not included in the service charge pool and may be tipped separately at the guest's discretion.

Provisional Bookings

Bookings made within the same month of travel may be held on a provisional basis for up to five (5) days.

Bookings during peak periods may be held provisionally for up to fourteen (14) days. All other bookings may be held provisionally for up to twenty-one (21) days.

Should competing requests be received, The Bushcamp Company reserves the right to request confirmation and payment of the required deposit within seventy-two (72) hours and to release any provisional booking not confirmed within the applicable holding period.

Payment Terms

A deposit equal to 20% of the total booking value, or the full cost of any third-party services being held (whichever is greater), is required to confirm a booking. All deposits are non-refundable.

Final payment of the remaining balance is due no later than forty-five (45) days prior to travel.

Payment may be made by electronic bank transfer or credit card. All bank charges and foreign exchange fees are for the payer's account. Credit card payments, including virtual credit cards, are subject to a 4% service fee per transaction.

Conservation & Community Contributions

All stays with The Bushcamp Company contribute directly to our conservation and community initiatives through Charity Begins at Home and the Stewards of the Wild. The administrative costs of the Foundation are borne entirely by The Bushcamp Company, ensuring that guest levies and 100% of external donations are applied directly to project work.

Guests may have the opportunity to visit selected conservation and community projects supported by their stay. Further information is available from your Travel Designer.