Refund & Cancellation Policy

THEMBALAMI Events and Functions & Guest House
Operated by THEMBALAMI Investments (PVT) Ltd TEF
Effective 1 October 2026

1. About this policy

This policy explains how cancellations, changes, no-shows and refunds work for accommodation and events booked with THEMBALAMI Events and Functions & Guest House ("Thembalami", "we", "us"), whether booked on tefhospitality.co.zw, by phone, WhatsApp, email or in person. It forms part of our Terms & Conditions. Where a written quotation or event contract states different terms, the signed contract applies.

2. Deposits and confirmation

- Accommodation bookings are held as **provisional** until payment is received. A booking is **confirmed** once we receive either full payment or a deposit of at least **50%** of the total stay value, and we confirm it in writing (email or WhatsApp).
- Unpaid provisional bookings may be released after **48 hours**, or sooner during peak periods, without further notice.
- Any outstanding balance is payable on or before arrival.
- Event and function bookings require a **50% deposit** to secure the date, with the balance payable no later than **14 days** before the event. Dates are not held without a deposit.

3. Accommodation cancellations

Cancellation charges are calculated on the total value of the booking and depend on how much notice we receive before the check-in date. Notice is counted from the time we receive your cancellation.

Notice before check-in date	Cancellation charge	Refund of amount paid
14 days or more	None (bank/mobile-money charges only)	Full refund
7 to 13 days	25% of total booking value	Balance after charge
48 hours to 6 days	50% of total booking value	Balance after charge
Less than 48 hours	100% of the first night; 50% of remaining nights	Balance after charge
No-show (no notice)	100% of total booking value	No refund

Peak periods. For stays over Christmas and New Year (20 December – 5 January), Easter weekend, public holidays and major Bulawayo events (e.g. the Zimbabwe International Trade Fair), we require **30 days** notice for a full refund; cancellations with less than 30 days notice incur a charge of 50%, and less than 7 days, 100%. Peak-period terms are stated on your confirmation.

Group bookings (5 rooms or more, or whole-house hire) follow the event terms in section 5.

Non-refundable rates. Any promotional or specially discounted rate marked "non-refundable" cannot be cancelled for a refund, but dates may be changed once, subject to availability, if we are told at least 7 days before arrival.

4. Early departure, changes and late arrival

- **Early departure:** nights booked but not used are charged in full unless the room can be re-sold; if it is, we refund the re-sold nights.
- **Date changes:** may be made free of charge once, if requested at least 7 days before arrival and subject to availability and any rate difference. Later changes are treated as a cancellation and new booking.
- **Reduction in rooms or nights** is treated as a partial cancellation under section 3.
- **Late arrival:** please tell us if you will arrive after 20:00. If you do not arrive and have not contacted us by 12:00 the day after your check-in date, the booking is treated as a no-show and the remaining nights may be released.

5. Events, functions and group bookings

Because event dates are usually booked far in advance and cannot easily be re-sold, events carry longer notice periods. Charges are calculated on the total quoted event value.

Notice before event date	Cancellation charge
90 days or more	Deposit refunded less a 10% administration fee
60 to 89 days	50% of the deposit retained
30 to 59 days	Full deposit retained
14 to 29 days	75% of total event value
Less than 14 days	100% of total event value

- **Postponement:** one change of date is allowed without charge if requested at least 60 days before the event and the new date is within 6 months. The deposit is transferred to the new date.
- **Reduced guest numbers:** final numbers are due 7 days before the event. We charge for the confirmed number or the actual number attending, whichever is higher.
- Costs already incurred with third-party suppliers on your behalf (décor, hired equipment, entertainment) are not refundable once committed.
- The refundable damage/security deposit, where one is taken, is refunded within 7 business days after the event, less the cost of any damage, loss or extra cleaning.

6. How to cancel

- **Online:** use Manage Booking on tefhospitality.co.zw with your booking number and email. We email you a verification code to confirm the cancellation.
- **By email or WhatsApp:** bookings@tefhospitality.co.zw or +263 788 533 044, quoting your booking number.
- A cancellation is effective only once we acknowledge it in writing. Please keep the acknowledgement.
- Cancellations by phone call alone must be followed up in writing.

7. How refunds are paid

- Refunds are made to the **original payment method** (EcoCash, InnBucks, card, or bank transfer) and to the original payer, unless we agree otherwise in writing. Cash payments are refunded by bank or mobile-money transfer, or in cash at reception against proof of payment and ID.
- Refunds are made in the **currency of payment**. Payments made in ZiG are refunded in ZiG at the amount paid; we do not convert refunds between currencies.
- Transfer fees, mobile-money charges and card-processing fees charged by third parties are **deducted** from the refund and are not recoverable from us.
- We aim to process approved refunds within **7 business days** and complete them within **14 business days**. Bank and card refunds can take a further 5–10 business days to appear, depending on your provider.
- Where a refund is not possible to the original method, we will ask for bank details in writing and verify them by phone before paying.

8. When we cancel

If we have to cancel your booking for reasons within our control (for example overbooking or a maintenance failure that makes the property unusable), we will offer, at your choice, alternative dates, comparable accommodation nearby at no extra cost for the booked nights, or a **full refund** of everything you paid us, without deduction.

If we cancel because of events beyond our control (see Force majeure in our Terms & Conditions), we will offer new dates within 12 months or a refund of amounts paid less costs already incurred with third parties.

9. Credit notes and disputes

Instead of a refund you may choose a **credit note** for the full amount paid (without deduction of our cancellation charge), valid for 12 months for accommodation or events at Thembalami. Credit notes are not transferable or redeemable for cash.

If you are unhappy with a cancellation or refund decision, please write to bookings@tefhospitality.co.zw. We will respond within 5 business days. Nothing in this policy limits your rights under the Consumer Protection Act [Chapter 14:44] of Zimbabwe.