Terms & Conditions

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

1. Introduction

These Terms & Conditions apply to all accommodation, dining, event and function bookings with THEMBALAMI Events and Functions & Guest House, operated by THEMBALAMI Investments (PVT) Ltd TEF, at 11 Sarah Bain Drive, Ilanda, Bulawayo, Zimbabwe ("Thembalami", "we", "us"), and to the use of our website tefhospitality.co.zw. By making a booking or paying a deposit you (the "guest" or "client") accept these terms on behalf of yourself and everyone in your booking. Our Refund & Cancellation Policy and Privacy Policy form part of these terms.

2. Bookings and confirmation

- Bookings may be made online, by phone, WhatsApp, email or in person. The person making the booking must be at least 18 years old and is responsible for all charges and for the conduct of their party.
- A booking is confirmed only once payment or the required deposit is received and we confirm in writing, as set out in the Refund & Cancellation Policy.
- Please check your confirmation carefully and tell us of any error within 24 hours.
- Online availability is shown in real time but is not guaranteed until the booking is confirmed.

3. Rates, currency and payment

- Rates are quoted in **United States Dollars (USD)** unless stated otherwise. Where we accept payment in Zimbabwe Gold (ZiG), the amount is calculated at the exchange rate we apply on the day of payment, with reference to the official Reserve Bank of Zimbabwe interbank rate.
- Rates include VAT and applicable government levies (including the Tourism Levy) unless stated otherwise. If a tax or levy changes after booking, the new rate applies to amounts not yet paid.
- Rates are per room per night and include breakfast only if stated on your booking. Extra guests, meals, drinks, laundry and other services are charged separately.
- We accept EcoCash, InnBucks and other options offered through Paynow, bank transfer, card where available, and cash (USD) at reception. Proof of payment must show your booking number.
- All accounts must be settled in full before departure. Company accounts require prior written approval.
- Rates may change at any time before a booking is confirmed; confirmed rates will not change except as set out above.

4. Check-in and check-out

- Standard check-in is from **14:00** and check-out is by **10:00**, unless your confirmation states otherwise. Early check-in and late check-out depend on availability and may be charged.
- All guests must present a valid national ID, passport or driver's licence at check-in and complete the guest register, as required by Zimbabwean law. Foreign guests must present a passport.
- Guests under 18 must be accompanied by a parent or guardian, who remains responsible for them.
- Room keys and cards remain our property and must be returned at check-out; lost keys are charged.

5. Children and extra beds

Children are welcome. Children under 3 stay free when sharing existing bedding with parents; children aged 3 to 12 sharing a room with adults are charged at the child rate; guests aged 13 and over are charged at the adult rate. Extra beds are subject to availability and room capacity.

6. House rules

- **Smoking** is not permitted inside rooms or indoor areas. A cleaning charge of up to one night's rate applies if smoking occurs indoors.
- **Quiet hours** are 22:00 to 07:00. Please respect other guests and neighbours.
- **Visitors** must sign in at reception and leave by 21:00. Overnight visitors must be registered and are charged at the applicable rate.
- **Pets** are not allowed, except assistance animals by prior arrangement.
- **Own food and drink:** outside alcohol may not be consumed in public areas; corkage applies where permitted.
- Illegal substances, weapons, firearms and unlawful activity are strictly prohibited. We may involve the Zimbabwe Republic Police where necessary.
- We may refuse service to, or ask to leave without refund, any guest whose behaviour is abusive, unsafe, or disturbs other guests or staff.

7. Events and functions

- Event bookings are governed by the written quotation or contract, these terms, and the event terms in our Refund & Cancellation Policy.
- Final guest numbers, menus and running order must be confirmed 7 days before the event.
- Amplified music must end by **22:00** (or earlier if required by City of Bulawayo by-laws), and events must end at the time agreed in the contract. Overtime is charged per hour where allowed.
- External suppliers (caterers, décor, DJs, photographers) must be approved by us in advance and follow our venue rules. Nails, tape, confetti, glitter, fireworks and open flames require prior written approval.
- The client is responsible for the conduct of their guests and suppliers, and for any damage they cause. A refundable damage deposit may be required.
- The client must obtain any permits or licences their event needs (e.g. for live performances or liquor sales by third parties), unless we agree in writing to arrange them.

8. Damage and liability

- Guests are liable for loss of, or damage to, our property caused by them, their party or visitors, beyond normal wear and tear. We may charge the cost of repair, replacement or extra cleaning.
- Please use the in-room safe where provided. We are not responsible for loss of, or damage to, valuables, cash or vehicles unless caused by our negligence. Vehicles are parked at the owner's risk.
- Use of the gardens, pool and other facilities is at your own risk. Children must be supervised at all times, particularly near water.
- To the extent permitted by law, our total liability to you for any claim is limited to the amount you paid for the booking concerned. Nothing limits liability that cannot be excluded under Zimbabwean law, including under the Consumer Protection Act [Chapter 14:44].

9. Force majeure

We are not liable for failure or delay in performing our obligations caused by events beyond our reasonable control, including natural disasters, extreme weather, epidemics, government action or restrictions, civil unrest, extended utility (power or water) outages, or fuel shortages. In such cases we will offer alternative dates or a refund as set out in our Refund & Cancellation Policy. Load-shedding and short service interruptions are not grounds for a refund, though we will do our best to maintain backup power and water supply.

10. Personal information

We collect and process personal information (such as your name, contact details, ID or passport details and payment information) to manage your booking, meet legal registration requirements and communicate with you. We handle it in line with the Cyber and Data Protection Act [Chapter 12:07] and our Privacy Policy. We never sell your information to third parties.

11. Website use

- Content, photographs and branding on our website belong to us and may not be copied without permission.
- Room photographs are representative; furnishings and views may vary between rooms of the same type.
- We try to keep information accurate but may correct errors in prices or descriptions. If a booking was made at a clearly incorrect price, we will contact you to confirm the correct rate or cancel with a full refund.
- Online payments are processed by third-party payment providers (such as Paynow); we do not store your card or mobile-money PIN details.

12. Complaints

If something is not right during your stay, please tell reception straight away so we can fix it. Other complaints can be sent to bookings@tefhospitality.co.zw or WhatsApp +263 788 533 044; we will acknowledge them within 2 business days and aim to resolve them within 10 business days.

13. Governing law and changes

These terms are governed by the laws of Zimbabwe. Any dispute that cannot be resolved between us will be referred to the courts of competent jurisdiction in Bulawayo. We may update these terms from time to time; the version in force on the date your booking was confirmed applies to that booking.