Booking, Cancellation & Check-in Terms

Reservations are not open yet. These general terms explain how a future stay will be agreed. A waiting-list inquiry is not a confirmed reservation, does not hold dates and requires no payment. Your written confirmation and the terms accepted for your booking will govern your stay.

1. Reservations and payment

A reservation is confirmed once the agreed booking and payment requirements have been completed. The confirmation will state the dates, number of guests, total price and applicable fees. Indicative launch rates are not a final quote.

2. Cancellation policy

The cancellation policy displayed and accepted at the time of booking governs cancellations and refunds. Review the applicable deadline before confirming your reservation.

For direct bookings, the host will communicate the applicable cancellation deadlines, refund terms and payment requirements in writing before payment is made. No fixed refund window or deposit percentage is promised on this page.

3. Changes to reservations

Requests to change dates, guest numbers or the length of stay are subject to availability and any applicable price adjustment. A requested change is not confirmed until the host has approved it in writing.

4. Check-in and check-out

Standard check-in is from 2:00 p.m. and check-out is by 11:00 a.m. Your confirmed arrangements will be communicated before arrival. Early check-in and late checkout require prior approval and depend on availability.

5. Occupancy

The maximum overnight occupancy is six guests, based on three queen-size beds. All overnight guests must be included in the confirmed reservation; changes require advance written approval and must remain within this limit.

6. Property access

The reservation covers the designated guest bungalow and specifically authorised guest areas only. The main residence at the front of the compound, its verandas and adjoining private areas are private and excluded from every guest booking.

7. Damage and incident reporting

Promptly report accidental damage, lost keys, safety concerns or maintenance issues. Any claim for additional costs must be handled transparently and in accordance with the booking platform's rules or the terms agreed for a direct booking.

8. Exceptional circumstances

If an unexpected event affects the reservation, contact the host promptly. Any refund, relocation or other remedy will be handled according to the applicable platform policy, agreed booking terms and relevant law.

9. Privacy

Guest information will be handled responsibly and used only for legitimate booking, communication, safety and operational purposes, in accordance with applicable data-protection requirements.

Thank you for choosing Kamito Lakeside Retreat. Please keep your written booking confirmation and the cancellation terms accepted at booking alongside this guide.