

TERMS, CONDITIONS AND CANCELLATION POLICY



Rates

- Rooms are charged per person sharing or single rate and includes breakfast.
- RATES EXCLUDE: All drinks (alcoholic and non-alcoholic), laundry and items of a personal nature (i.e. telephone calls, items purchased).
- All rates are quoted in South African Rands and foreign payments are accepted at the daily bank rate of exchange valid in South Africa on the date that payment is received.
- Rates include 15% VAT (subject to change) and are quoted in SA Rand.
- All rates are subject to change without notice.

General Terms

- All rooms are strictly non-smoking. Smoking allowed outside in designated areas.
- Strictly no pets allowed on the premises.
- Double or Twin beds are available. Please state your preference at time of booking.
- CHECK-IN: 14:00 – 18:00; CHECK-OUT: 07:00 - 10:00.
- Please inform host of late check-in and/or early check-out or to request a later check-out time (if possible/available).

Child Policy.

- Children sharing with parents:
 - One child (0 - 3 years) sleeps free of charge. Camping cot/s available on request.
 - Children (4 – 12 years) on sleeper couch (max 2) pays 50% per child of sharing rate.
- Children 13 years and older welcome, pays full adult rate.

Booking Conditions

- All reservations require a 50% deposit payment to confirm reservations and full payment on arrival.
- Reservations done by travel agents and/or tour operators must be paid in full (100%) 30 days prior to the guests' arrival. **Please note**, for peak season bookings, the full invoice amount is payable 60 days prior to your clients' arrival. (December & July bookings).
- For last minute reservations, full payment is required upon confirmation.
- All requests, confirmations and cancellations will only be valid in writing.
- Rooms will be kept until 18:00 until day of arrival, unless otherwise assured.
- Provisional bookings will only be held for 7 days; thereafter the booking will automatically be released if not confirmed with deposit payment or voucher.
- Deposit of 50% required to confirm booking; outstanding amount payable on arrival.
- MINIMUM STAYS of 2 nights is applicable during December.

Cancellation Fee is a percentage of the deposit amount

Cancellations are only effective on receipt of written notification thereof.

In the event of notification of cancellation, the following cancellation fee shall apply:

- 30% cancellation fee if cancelled less than 14 days prior to arrival
- 50% cancellation fee if cancelled less than 7 days prior to arrival
- 100% cancellation fee if cancelled less than 3 days prior to arrival
- 100% cancellation fee if a No show
- Peak Season: 100% cancellation fee, if cancelled 30 days or less prior to arrival. (July & December).

Refund: 10% Admin fee will be charged in the case of a refund