

CANCELLATION POLICIES - COVID-19

These temporary COVID-19 cancellation policies are in place during government travel restrictions.

Our standard cancellation policy applies for bookings that fall outside these arrival dates or when restrictions are lifted.

We will be regularly monitoring the situation and updating these policies if necessary.

17th APRIL TO 30TH AUGUST ARRIVAL DATES:

No shows or premature departure	forfeit 100%
Cancel or amend 0-7 days prior to arrival*	forfeit 100%

1st SEPTEMBER TO 30TH NOVEMBER ARRIVAL DATES:

No shows or premature departure	forfeit 100%
Cancel or amend 8-14 days prior to arrival*	forfeit 50%
Cancel or amend 0-7 days prior to arrival*	forfeit 100%

1st DECEMBER ONWARDS PENDING UPDATE:

No shows or premature departure	forfeit 100%
Cancel or amend 0-30 days prior to arrival*	forfeit 100%
Cancel 31+ days prior to arrival, credit card & SA EFT refunds*	forfeit R300 admin fee

*For cancellations prior to arrival and for all deposits paid, excluding no-shows and early departures:

- Management will consider refunds where those days can be re-booked after deducting any costs and differences incurred with respect to the re-booking
- Guests can postpone their stay and re-book within a 12 month window, confirming new dates at a later stage
- New dates will mean revised rates, due to year & season changes plus property availability
- Guests can re-book again should restrictions still be in place for revised dates
- Guests will receive a pro-forma invoice reflecting credit for any paid deposits
- Property Security Deposits will be refunded if paid in advance
- International bank transfers and Debit Cards will be refunded at the ZAR amount we receive minus bank fees

We strongly recommend taking out travel insurance to protect you for any loss