

BOOKING & PAYMENT POLICIES - COVID-19

These temporary COVID-19 booking and payment policies are in place should government travel restrictions, relating to specific local provincial and/or country travel regulations, occur. Our standard booking and payment policies apply to all bookings at all other times and automatically when specific restrictions are lifted. We will be monitoring and updating these policies if necessary.

TEMPORARY BOOKING POLICY:

For guests that are restricted by government travel regulations at time of booking or during standard payment process:

50% 1st Rental Deposit is due 14 days+ prior to arrival date*

50% 2nd Rental Deposit is due 7 days+ prior to arrival date*

Property Security Deposit of R2000.00 is due 7 days+ prior to arrival date

*excludes Peak Season 2022-2023

PAYMENTS:

Please pay our 3D Secure links on time or your reservation will be released

EFT payments have to clear into our account 14 & 7 days+ prior to arrival; please give enough time for bank transfers

Should payment not be received on time and no email communication then your provisional booking will be released

When government confirms provinces and/ or borders are re-opened our standard payment policy automatically applies and we will email you and, if not paying via EFT, will send you separate 3D Secure payment link(s).

Should a guest be provisionally holding a property, under our temporary terms due to government travel restrictions, and the need arises due to demand, or 30 days prior to arrival date, where other guests want to book and pay a deposit, the provisional guests will be given the choice to pay deposits or release their provisional booking.

No cancellation fees are applicable until a deposit is paid.

Local South African guests need to provide provincial address details on booking form.

CANCELLATION POLICIES - COVID-19

These temporary COVID-19 cancellation policies are in place should government travel restrictions, relating to specific local provincial and/or country travel regulations, occur. Our standard cancellation policies apply to all bookings at all other times and automatically when specific restrictions are lifted. We will be monitoring and updating these policies if necessary.

TEMPORARY CANCELLATION POLICY:

New bookings made from 18th August 2020 to 30th April 2022 for booking dates up to 19th December 2022* (excludes Peak Season 20th Dec - 5th Jan - Std Policy applies)

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%

Bookings made prior to 18th August 2020 (must cancel via email prior to original booking date)

No shows or premature departure	forfeit 100%
Cancel or amend 0-30 days prior to arrival	deposit paid used for new booking

STANDARD CANCELLATION POLICY:

No shows or premature departure	forfeit 100%
Cancel or amend 0-30 days prior to arrival#	forfeit 100%
Cancel 31+ days prior to arrival, c.card & SA EFTs	forfeit R300 admin fee

Cancellations prior to arrival for deposits paid, excluding no-shows & 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 2020-22 stay and re-book and stay up to 19th December 2022, confirming new dates at a later stage if required.
- All credit not used falls away after above date
- New dates will mean revised rates, due to year & season changes plus property availability, standard minimum nights apply
- Revised bookings (orig. booking canceled during forfeit period) that then cancel amended dates forfeit 100% deposit paid
- 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 recommend taking out sufficient travel insurance for cancellations and medical cover