

TEMPORARY CANCELLATION POLICIES

Should government restrictions, relating to specific local provincial and/or country travel regulations, occur then we will introduce these temporary terms. Our standard cancellation policy applies to all bookings at all other times and automatically when specific government restrictions are lifted. We will be monitoring and updating these policies if necessary.

TEMPORARY CANCELLATION TERMS:

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 R400 admin fee

*TEMPORARY CANCELLATION POLICY:

- Management will consider refunds where those days can be re-booked, after deducting any costs and differences incurred with respect to the re-booking
- Property Security Deposits will be refunded if paid in advance
- Guests can postpone their stay and the credit held can be used to re-book and take within a 1 year max period from original booking arrival date
- After 365 days, from the original booking arrival date, any credit is forfeited
- Any final credit difference, with regard a re-booking, is forfeited
- New dates will mean updated 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
- 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