



## **TERMS AND CONDITIONS**

### **RATES**

- ❖ All rates are quoted in South African Rand, per person including 15% VAT and excluding 1% Tourism Levy.
- ❖ 'The Country Inn' and 'Vineyard Cottage' rates include breakfast.
- ❖ 'The Chalet' is a self-catering unit and excludes breakfast.
- ❖ Above rates are subject to change without prior notice.
- ❖ Check in time is 14h00.
- ❖ Guests are kindly requested to vacate rooms by 10h00.
- ❖ All 'Country Inn Suites' are air-conditioned, with telephone, TV, minibar, combination safe.
- ❖ 'The Vineyard Cottages' are equipped with telephone, TV and trouser press.
- ❖ Airport transfers are available on request.
- ❖ Children under 12 years are R 360 and children under 2 years stay free of charge.
- ❖ Children (2-12 years) that share with parents, pay R 360 (breakfast included).
- ❖ An extra rollaway bed can be provided on request – only available in our 'Country Inn' rooms
- ❖ Final 'rooming lists' for groups must be submitted no later than 48 hours before arrival. No changes after that will be accepted without a cancellation fee being charged.

### **PAYMENT**

- ❖ Full payment or 50% deposit is required 14 days prior to arrival.
- ❖ If payment is not received on time, Zevenwacht reserves the right to cancel a reservation without further notice.
- ❖ Bank details available on request.

### **GROUP PAYMENT**

- ❖ 25% deposit payment is due immediately in order to confirm the reservation
- ❖ 25% deposit payment is due one month before the group's arrival
- ❖ 50% settlement payment is due 14 days prior the group's arrival
- ❖ Or 75% settlement payment can also be paid one month before the group's arrival

### **CANCELLATIONS**

- ❖ Reservations will be confirmed on receipt of deposit.
- ❖ All reservations are subject to availability at the time of confirmation.

## **CANCELLATION POLICY**

- ❖ 15-30 days prior to arrival 25%
- ❖ 8-14 days prior to arrival 50%
- ❖ 0-7 days prior to arrival 100%
- ❖ No verbal cancellations will be accepted.
- ❖ All cancellations must be sent through by email or fax.

## **GROUP PAYMENT**

- 25% deposit payment is due immediately in order to confirm the reservation
- 25% deposit payment is due one month before the group's arrival
- 50% settlement payment is due 14 days prior the group's arrival
- Or 75% settlement payment can also be paid one month before the group's arrival

**Kindly note that all arrangements needs to be settled/finalized 7 days prior to arrival to make sure that everything runs smoothly and to ensure the groups satisfaction.**