

Reservations Terms and Conditions

GUARANTEE / PAYMENT POLICY:

Please note that the charges stated on your confirmation (including 1% tourism levy) will be deducted from your major credit card provided within the next 24 hours to guarantee your reservation with the hotel. At check in, you must present the credit card used to make this booking and a valid photo ID with the same name. Failure to do so may result in the property requesting additional payment or your reservation not being honoured. If you have submitted additional documentation for a third party booking or paid via a different payment method, please disregard the note above. This policy is for the security of our guests and to deter fraudulent card use. Should you card decline you reservation will be provisional and subject to cancellation until proof of payment has been received. Should we not receive full prepayment within 24 (twenty four) hours, we reserve the right to cancel your reservation on notice to you. All reservations are required to be guaranteed within 24 (twenty four) hours of confirmation. Reservations made on the day of arrival and are not guaranteed by means of payment or credit card details, will be released at 16h00.

NO-SHOW POLICY:

A no-show is the non-arrival of a guest without notification in writing by fax or email to the Hotel. In the case of a no-show, the cancellations policies will take in effect and the accommodation and one percent (1%) Tourism Levy and VAT will be levied against you in relation to your guaranteed method of payment.

TERMS & CONDITIONS:

Please note that a change in the length or dates of your reservation may result in a rate change. Our check-in time is from 14h00pm and our check-out time is by 11h00am, unless prior arrangements have been made. Our rooms are only allocated on the day of arrival; therefore we cannot guarantee specific room numbers. As per the amended immigration act, all guests will be required to provide proof of identification (photo identification/passport) upon check-in.

ALL RATES:

- Include 14% (fourteen percent) Value Added Tax
- Exclude 1% (one percent) Tourism Levy
- Are NETT and NON-Commissionable
- Are subject to change without prior notice, subject to cancellation rights
- Are at all times subject to availability
- Are applicable to standard rooms only, a minimal upgrade fee is levied for other room types or if otherwise stated
- Are quoted as per person, per room unless otherwise stated

SPECIAL & PROMOTIONAL RATES:

- Please always refer to the validity of specials and promotional rates
- Are not applicable for group reservations and black out dates may apply
- A limited number of rooms are available for promotions and is subject to availability
- Cannot be combined with other offers or promotions
- No cancellations or refunds are allowed on any special offer for any reason whatsoever
- Full pre-payment is required to secure your booking

Property Cancellation Policy

CANCELLATION POLICY:

The below Cancellation policies will take effect unless non-refundable is stated for specials and promotions. The hotel reserves the right to ask you to settle your full stay in demanding periods, which will be advised to you.

PERIOD 1 April-30 September Should your reservation be cancelled less than 72 (seventy two) hours before arrival, a cancellation fee 1 (one) night's reserved accommodation plus 1% (one percent) Tourism Levy and Value Added Tax ("VAT") will be levied against you in relation to your guaranteed method of payment.

PERIOD 1 October-31 March Should your reservation be cancelled less than 7 (seven) days before arrival, a 100% (one hundred percent) cancellation fee of all reserved accommodation plus 1% (one percent) Tourism Levy and Value Added Tax ("VAT") will be levied against you in relation to your guaranteed method of payment. No refund will be given to guests departing prior to the reserved departure date, as this is considered a cancellation, which falls within the above-mentioned stipulated cancellation policy.