

# Terms and Conditions



## Rates Terms & Conditions

- Hotel rooms include breakfast – cold buffet and hot breakfast menu choices

## Rates Exclude

- All drinks (alcoholic and non-alcoholic)
- Internet
- Laundry
- Items of personal nature (i.e. telephone calls, items purchased from On the Beach Guesthouse)

## Booking Conditions

- Rates include VAT @ 14% and are quoted in SA Rand (subject to change).
- All reservations require 50% deposit payment to confirm reservations and full payment on arrival.
- All travel agent/tour operator reservations must be paid in full (100%) 30 days prior to the guests' arrival.
- For last minute reservations, full payment is required upon confirmation.
- All requests, confirmations and cancellations only valid in writing.
- Provisional bookings will only be held for 7 days; thereafter the booking will automatically be released.

## Child Policy

- Children of all ages are welcome. Children under 3 years stay free of charge (valid only when children stay in the same room with adults)
- Children between 4 and 12 years are charged R200.00 per child (valid only when sharing with adults in Classic Family Rooms).
- Children over the age of 12 are charged as adults and will require their own room.
- The Classic Family Room can only accommodate 2 children under 12 years of age on a sofa bed/block bed in the room, please note the combined age of the children may not be more than 16 years.

## Minimum Stays

Please note we have minimum stay period from 10 December – 10 January every year as follows:

- 3 day minimum stay in all hotel rooms

## Cancellations

The cancellation fee is a percentage of the full accommodation account.

- Cancellation fee of 30% if cancelled less than 30 days prior to arrival.
- Cancellation fee of 50% if cancelled less than 14 days prior to arrival.
- Cancellation fee of 100% if cancelled less than 7 days prior to arrival.
- No show charged at a 100% cancellation fee.
- Peak season bookings 100% cancellation fee.