



## **BOOKING CONDITIONS**

Please note that your booking will not be confirmed until the proof of payment has been received and the amount reflects in our bank account. Please ensure that you enter the correct booking number as a beneficiary reference so that the payment can be correctly allocated to your booking. A 50% deposit is required to confirm the booking.

Please ensure that the outstanding balance, including key and breakage deposit, is paid at least 7 working days prior to arrival. Should a booking be made less than 10 days prior to arrival, the full booking amount will be payable as deposit.

A R1000 – R2000 key and breakage deposit is payable with the deposit prior to arrival. The amount depends on the unit. This breakage deposit is refundable by bank transfer within 5 – 7 working days after departure, once house has been checked and all found in order.

Please note that the key deposit will be retained and additional charges imposed if more guests than booked for are found to be utilising the premises. Please note that a cleaning fee may be deducted from the key and breakage deposit should a house be left with excessive dirty dishes and/or linen or any other unsatisfactory state. Please furnish us with your banking details prior to arrival for the refund.

## **CHECK-IN AND CHECK-OUT**

Check-in time is strictly between 14h00 – 17h00 (Mondays – Thursdays), 14h00 – 19h00 (Fridays) and 14h00 – 16h00 (Saturdays, Sundays and Public Holidays). A surcharge of R200 per hour or part thereof, will be charged for any arrival later than check-in time as indicated. This surcharge is deductible from the Key and Breakage deposit. The guest consents to this deduction.

Check-out time is strictly at 10h00 on the last day of your stay – unless specifically arranged otherwise with Visit South Africa. Any unit that is not vacated by 10h00 will be subject to a surcharge of R200 per hour or part thereof, for each hour exceeding the check-out time. The surcharge is deductible from the Key and Breakage deposit. The guest consents to this deduction.

## **CANCELLATION POLICY**

If a booking is cancelled more than 50 DAYS+ prior to arrival 85% of amount paid will be refunded.

If a booking is cancelled BETWEEN 36 – 49 DAYS prior to arrival 70% of amount paid will be refunded.

If a booking is cancelled BETWEEN 22 – 35 DAYS prior to arrival 50% of amount paid will be refunded.

If a booking is cancelled BETWEEN 14 – 21 DAYS prior to arrival 25% of amount paid will be refunded.

If a booking is cancelled BETWEEN 1 – 13 DAYS prior to arrival or in the event of a guest NOT arriving, no refund will be paid.

In the event of the deposit not paid in full, NO monies will be refunded.

## NOTE

- All self-catering units are **SELF-CATERING** therefore we only provide a starter kit of toilet paper (one roll per bathroom), a small amount of washing up liquid and/or two dishwasher blocks and two rubbish bags.
- Unless otherwise stated, units are not serviced. If you would like to request a cleaner during your stay please contact Visit South Africa. This will be a separate arrangement, and cleaners can be paid directly in cash.
- Visit South Africa reserves the right to cancel and refund accommodation, or move guests to similar alternative accommodation should the need arise, for reasons beyond our control and not due to our negligence.
- Refunds will be made at the sole discretion of the rental property's owner.
- The number of guests on the property must not exceed the number stated in the booking. Any violation of this policy will result in all occupants being required to immediately vacate the premises. **NO** refunds will be provided under any circumstances.
- The establishments let are not event venues, therefore large gatherings, parties, bachelors/bachelorettes, birthday parties or spit braais are not permitted. Any violation of this policy will result in all occupants being required to immediately vacate the premises. **NO** refunds will be provided under any circumstances.
- A cleaning fee may be deducted from the key and breakage deposit should a house be left with excessive dirty dishes and/or linen or any other unsatisfactory state.

## BOOK ACTIVITIES ONLINE

<https://visitsouthafrica.activitar.com/products>

## RENT A CAR – EUROPCAR

<https://wl.europcar.co.za/white-label/visit-sa>

## TRAVEL INSURANCE

<https://tiportal.santam.co.za/systematic/travelinsuranceshop.html?ref=415>

## CONTACT US

Phone: +27 83 335 6552 (WhatsApp)

Email: [bookings@visitsouthafrica.co](mailto:bookings@visitsouthafrica.co)

Website: <https://visitsouthafrica.co/>

## FIND AND FOLLOW US ON SOCIAL MEDIA

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YouTube – <https://www.youtube.com/@visitsouthafricaofficial>

TikTok - <https://www.tiktok.com/@visitsouthafricaofficial>