

Terms & Conditions

CANCELLATION POLICY

1. **Should a reservation confirmed by payment of a deposit be cancelled, the following cancellation fees will apply.**
 - More than 30 days prior to arrival guests forfeit 20% of their deposit
 - From 15 - 30 days prior to arrival guests forfeit 30% of their deposit
 - From 8 - 14 days prior to arrival guests forfeit 50% of their deposit
 - From 2 – 7 days prior to arrival guests forfeit 100% of their deposit
 - For cancellations 1 day before arrival, same day, no shows or early departures guests will be liable for 100% of the total booking amount

2. **Should a booking for corporate clients whose booking has been confirmed by a voucher, the issuing of an invoice, a signed Booking Form or a telephonic/email confirmation be cancelled, the following cancellation fees will apply:**
 - For cancellations 1 working day (i.e. excluding weekends) prior to arrival, same day, no shows or early departures guests will be liable for 100% of the total booking amount
 - For cancellations of 'group' bookings of 5 rooms or more, 5 working days prior to arrival, guests will be liable for 100% of the total booking amount

3. **Tour Operators**
 - Tour operators are required to pay the invoice in full at least 2 weeks before the arrival date.
 - If cancelled after payment has been made, the cancellation fees in clause 1 above will apply.

4. **Holiday periods or events**
 - Bookings made over holiday periods or for an event will be required to pay as follows:
 - A 50% deposit will be required to confirm the booking.
 - If cancelled after first 50% payment has been made, the cancellation fees in clause 1 above will apply.
 - The second 50% deposit must be received at least 14-days before the arrival date.
 - If 100% payment is not received 14-days prior to arrival, the booking will automatically expire from our system and will therefore be cancelled.
 - If cancelled after second 50% has been made, 100% cancellation fee will apply and there will be no refund due.

5. **Refunds**
 - If the above is not applicable, refunds will incur a 10% handling fee of the total booking amount to cover bank charges and admin costs.

6. **Credit**
 - Any unused customer credit shall automatically be forfeited after a period of 12-months from when the deposit payment was received.