



# AFRICAN RETREATS

## TERMS & CONDITIONS

### DIRECT GUESTS

#### 1. BOOKING PROCESS

1.1 The Client shall be responsible for informing African Retreats of any bookings, confirmations, booking amendments, or cancellations of rooms or services in writing by e-mail. The onus of proof of delivery in this regard will be on the Client.

1.2 Provisional bookings will be held as follows:

<u>Number of days before Travel</u>	<u>Number of Days held</u>
61 +days	14 days
Between 60 days and 31 days before travel	7 days
Less than 30 days before arrival	3 days

1.3 Upon expiry of the above provisional periods African Retreats reserves the right to release reservations, unless requested in writing by the Client to extend the provisional period. The extension of any provisional period will be at the sole discretion of African Retreats.

1.4 In the event African Retreats receives a confirmed reservation request against space being held on a provisional basis by the Client, African Retreats reserves the right to request confirmation or release of the held space within 72 hours.

1.5 Upon confirmation it will be required to disclose the Guest's nationality, this information will solely be used for market data purposes.

1.6 Confirmed space will be subject to the appropriate cancellation and payment policies.

#### 2. PAYMENT TERMS

2.1 A booking is only held on a provisional basis until a deposit has been paid.

2.2 Deposits

2.2.1 The amounts required to confirm a booking are as follows:  
Direct Guests are required to pay a 30% deposit within 14 days to confirm a reservation, with the balance due payable 30 days before the guest's arrival.

2.3 Balance of Payment

2.3.1 Balance of payment is due 30 days prior to arrival.

#### 3. PAYMENT METHODS

3.1 Direct Guests can make payment via Visa or MasterCard or via electronic transfers into our bank account/s.

3.2 All electronic transfers should be made in full and free of any bank charges.

#### 4. CANCELLATION

4.1 Cancellation of all bookings must be in writing and is only effective on receipt of the written notification.

4.2 Reservations held by African Retreats where no deposit has been paid will be cancelled by African Retreats on notice to the Client.

4.3 Requests to reduce or waiver cancellation fees from the Client will be considered with the decision made at the discretion of African Retreats.

4.3 On cancellation of a confirmed reservation African Retreats shall, subject to the relevant provisions of the Consumer Protection Act No. 68 of 2008 (as amended from time to time), and to the extent that the provisions of said Act are applicable, be entitled to the payment of the following cancellation fees:

- If cancellation of any booking, or any part thereof, is received 31 days or prior to arrival, the deposit will be forfeited.
- If cancellation of any booking, or any part thereof, is received 30 to 8 days or prior to arrival, a 50% cancellation fee will be charged.
- If cancellation of any booking, or any part thereof, is received 7 to 0 days or prior to arrival, a 80% cancellation fee will be charged.

#### 5. BANKING DETAILS

5.1 Electronic transfers may be paid directly into the below listed bank accounts.

5.2 A copy of the deposit slip or bank draft, together with the appropriate guest details, reservation number and invoice number must be emailed to African Retreats in order to reconcile the appropriate records.

5.3 Failure to do so may result in the payment not being reflected against the booking, and the space released due to non-payment.

#### 6. BANK ACCOUNTS

**ZAR Account Details**  
(for South African Rand Invoices)

**Account Name:** BCC RETREATS (PTY) LTD

**Bank:** FIRST NATIONAL BANK

**Account number:** 626 23225481

**Branch code:** 270652

**Branch:** HOEDSPRUIT

**SWIFT:** FIRNZAJJ

**Address:** R40, Wildlife Estate Centre, Hoedspruit

#### TRAVEL INSURANCE

Travel insurance is compulsory, covering for cancellation, personal effects, personal accident, medical and emergency travel expenses.

#### CONTACT US

##### Reservations

Email: [reservations@african-retreats.co.za](mailto:reservations@african-retreats.co.za)

Telephone: +27 15 793 0259