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TERMS & CONDITIONS

DEPOSITS

A minimum 100% deposit is required to confirm bookings and is payable by direct deposit or by bank transfer. Please fax or email your proof of payment with your Full names and date of stay as reference.

- For direct bank deposits, our banking details will be supplied upon request.

CANCELLATION POLICY

All cancellations and/or amendments must be made in writing.

- Cancellations 0 – 14 days prior to the booked period forfeit 100% of the deposit.
- Cancellations 15 to 21 days prior forfeit 75% of the deposit.
- Cancellations 21 days or more forfeit 50% of the deposit.
- For non-arrival or premature departure, 100% of the total accommodation fee will be charged.
- All bookings over **WEEKENDS**, some peak periods like Christmas or major sporting events **must be paid up in advance** and deposit refunds will not normally be made under any circumstances.
- Shortened stays are payable in full.