



BOOKING TERMS AND CONDITION:

1. RATES:

- 1.1 The rates quoted are in South African Rand and includes VAT.
- 1.2 Rates are quoted on per room basis unless otherwise indicated.
- 1.3 Rates quoted are only commissionable to agents, terms and conditions apply.
- 1.4 Special requests i.e. game drives and bush walks are subject to availability and a surcharge.
- 1.5 Rates are subject to change without prior notice.

2. RESERVATIONS:

- 2.1 Reservations will only be confirmed with 100% prepayment.

Children Policy:

There is a family unit that is available in the form of a superior suite with inter-leading doors. There is a surcharge for the interleading room. An infant of five and younger, sharing the same room with his/her parents will be accommodated with a surcharge. (We have limited camp cot or mattress, issued on first come first serve basis.)

3. ROOMING LISTS – GROUPS:

- 3.1 45 days prior to a group's arrival, a preliminary rooming list of the rooms is required for the group and an option on rooms to be kept.
- 3.2 21 days prior to a group's arrival, a final rooming list to be sent to De Hoek Country Hotel and rooms not required are to be released without any cancellation charges
- 3.3 Failure to comply with the above mentioned terms may result in unconditional condition of the reservation.

4. CANCELLATION POLICY:

- 4.1 Individual bookings cancelled or amended 8 to 6 days prior to arrival will incur a cancellation fee equal to 60% of total accommodation amount.
- 4.2 Individual bookings cancelled or amended 5 to 3 days prior to arrival will incur a cancellation fee equal to 75% of total accommodation amount.
- 4.3 Individual bookings cancelled or amended 2 to 0 days prior to arrival will incur a cancellation fee equal to 100% of total accommodation amount.
- 4.4 Group bookings cancelled or amended 28 days to 21 days prior to accommodation 50% of total accommodation amount
- 4.5 Group bookings cancelled or amended 20 to 13 days prior to arrival will incur a cancellation fee equal to 65% of total accommodation amount
- 4.6 Group bookings cancelled or amend 12 to 0 days prior to arrival will incur a cancellation fee equal to 100% of total accommodation amount.

5. SALIENT TERMS AND CONDITIONS:

- 5.1 De Hoek Country Hotel reserves the right to amend its policies, terms and conditions for reservations, especially over Hotel peak periods and at times beyond the control of De Hoek Country Hotel. Under no circumstances shall De Hoek Country Hotel be responsible for losses or damages suffered by the Tour Operator/Travel Agent's failure to collect fees or other payments from any of its clients.
- 5.2 Guests check in time is from 14H00 and check out time is before 11H00.
- 5.3 Earlier check in times or later departures, if requested, will be considered subject to availability of rooms. All late check outs will be charged additional 50% if requested, will be considered subject to availability of rooms. All late check outs will be charged additional 50% of the rack rate.
- 5.4 All guest will be required to settle accounts for extras, telephone calls, beverages, laundry etc. on checking out, either by credit card, local or foreign currency cash payments, unless the voucher indicates.

6. PAYMENT:

- 6.1 If credit has been approved (21 days prior to check-in), payment is to be made within 15 days from the invoice or check out date.

Postal: PO Box 117, Magaliesburg, 1791 South Africa. Telephone: +27(0)14 577 9600or 082 893 3787 Fax: +27(0)14 577 9610

Email: reservations@dehoek.com Website: www.dehoek.com

Zeekoehoek (Pty) Ltd t/a De Hoek Country Hotel Co. Reg. No: 80/007094/07 VAT Reg. No: 4230130462

Directors: Mrs. KP Shongwe



- 6.2 Should reservations be requested within 21 days or less of travelling, this will be treated as a provisional reservation until such time as the reservation is confirmed in writing by the Tour Operator/Travel Agent with full pre-payment made within 7 days of the reservation.
- 6.3 Payments are to be made directly into the bank account as stipulated in each invoice received.
- 6.4 Payment made through EFT as result of last minute/late reservations should be effected 48 hours prior to check in otherwise through the credit card link above.
- 6.5 Proof of payment and reservation details must be detailed must be emailed to sales@dehoek.com or dhres1@dehoek.co.
- 6.6 Should the pre-payment policy not be met, De Hoek Country Hotel reserves the right to cancel the reservation without notice.
- 6.7 No Cheque payment will be accepted nor Government Orders. Only bank deposits, credit cards or cash are accepted forms of payment. "Preferential rates discussed between and the Tour Operator/Travel Agent is highly confidential. Should this not be honoured, De Hoek Country Hotel reserves the right to withdraw all such rates."