

GROOTBOS

Private Nature Reserve

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TERMS & CONDITIONS

BOOKING CONDITIONS

- Rates include VAT @ 15% and are quoted in SA Rand (subject to changes).
- Rates **exclude** Conservation Contribution of R 200.00 per adult per night.
- All reservations require a 25% deposit upon confirmation of the booking to be paid within 7 days. **Grootbos reserves the right to cancel the booking should payment not be received.**
- Final payment needs to be made 30 days prior to guests' arrival. **Grootbos reserves the right to cancel the booking should payment not be received.**
- For last minute reservations, **full payment** is required upon confirmation!
- All requests, confirmations and cancellations only valid if in writing.
- Provisional bookings will **only be held for 7 days** as stated on the provisional confirmation; thereafter the booking will automatically be released.
- Rates are not guaranteed until the booking is confirmed.
- We strongly recommend a minimum stay of 2 nights throughout the year.
- No pets allowed.
- All suites are non-smoking.
- Forest Lodge accepts children over the age of 12 years.
- Garden Lodge accepts children of all ages.
- Preferred Credit Cards: VISA, Mastercard & AMEX (**no Diner's Club Cards accepted**)

CANCELLATIONS

The cancellation fee is a percentage of the full accommodation account.

Date of confirmation up to 46 days prior to travel: 5% cancellation fees

45 – 21 days prior to travel: 45% cancellation fees

20 – 0 days prior to travel: 95% cancellation fees

PEAK SEASON: 16 December 2022 – 10 January 2023 (FIT & Groups)

- An initial non-refundable deposit equal to one night's accommodation and conservation contribution to be paid upon confirmation.
- The balance of the payment is due by 01st September 2022.

No refund will be granted for cancellations thereafter.

BOOKING CONDITIONS FOR GROUPS & CONFERENCES

- Group bookings are reservations for more than 3 rooms.
- Rates include VAT @ 15% and are quoted in SA Rand (subject to changes).
- Rates **exclude** Conservation Contribution of R 200.00 per adult per day.
- **All reservations require pre-payment 60 days prior to day of arrival of guests. Grootbos reserves the right to cancel the booking should payment not be received.**
- All requests, confirmations and cancellations only valid if in writing.
- Provisional bookings will **only be held for a maximum of 10 working days**; thereafter the booking will automatically be released.



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- 50% deposit is paid on confirmation and 50% paid 60 days prior to day of arrival. Therefore full pre-payment prior to arrival. Should the reservation be made less than 60 days prior the day of arrival, full pre-payment is required upon confirmation. **Grootbos reserves the right to cancel the booking should payment not be received.**
- Only extras will be settled on departure.
- Rates are not guaranteed until the booking is confirmed.
- We strongly recommend a minimum stay of 2 nights throughout the year.
- No pets allowed.
- All suites are non-smoking.
- Forest Lodge accepts children over the age of 12 years.
- Garden Lodge accepts children of all ages.
- Preferred Credit Cards: VISA, Mastercard & AMEX **(no Diner's Club Cards accepted)**

GROUPS & CONFERENCES CANCELLATIONS

The cancellation fee is a percentage of the full accommodation account.

Date of confirmation up to 121 days prior to travel: 5% cancellation fees

120 to 61 days prior arrival 50% cancellation fees

60 to 0 days prior arrival 100% cancellation fees

PEAK SEASON: 16 December 2022 – 10 January 2023 (FIT & Groups)

- An initial non-refundable deposit equal to one night's accommodation and conservation contribution to be paid upon confirmation.
- The balance of the payment is due by 01st September 2022.

No refund will be granted for cancellations thereafter.

COVID-19 / FORCE MAJEURE TERMS AND CONDITIONS

Should guests not be able to travel due to COVID-19 or any other situation caused by force majeure, we will waiver the cancellation fees as stated above up to 14 days prior to arrival of guests. Any deposit or full payments made will be refunded.

