



TERMS AND CONDITIONS

Payment and Cancellation Policy

For all bookings a 25% deposit is required within 14 days of making a reservation.

Please note that a Reservation is not confirmed or secure until this deposit requirement has been met. Tswalu reserves the right to automatically release any accommodation being held where the required deposit has not been received within the stated period.

The balance of the accommodation and all transfers must be paid in advance and in full no later than one month prior to the guest's arrival. Tswalu reserves the right to cancel the booking should payment not be received. If a booking is made less than 30 days prior full payment is required.

If a booking is made less than 30 days prior to travel, full payment is required. All extras are settled at the time of departure.

Guest will be responsible for any bank charges that may be raised against international wire transfers.

Credit Card Payments

Tswalu accept all credit cards. No additional administration fees are charged to process credit cards. Minimum 3 night stay from 20th December to 06th January.

All extras to be settled at the lodge on departure.

Our cancellation policy is applicable regardless of whether payments have or have not been received by Tswalu. NOTE: flight bookings are included in the definition of bookings for the purposes of this agreement, and Tswalu's cancellation policy.

Cancellation Policy

Current - 90 days prior to arrival 25% cancellation fee will apply

89 – 45 days prior to arrival 50% cancellation fee will apply

44 – 0 days prior to arrival 100% cancellation fee will apply

Spa reservations cancelled on the day of the scheduled treatment will incur 100% cancellation fee.

With the exception of the Christmas period (15 Dec- 15 Jan) and the Easter holidays when all bookings, confirmed in writing will be in full cancellation. Reservations must be confirmed or released within 14 days of enquiry. If bookings are not confirmed they will be automatically released from our system.

Travel Cancellation Insurance:

In the unlikely event of cancellation of a booking, travel insurance must cover our Cancellation Terms and Conditions.

Cancelled Or Delayed Flights:

In the event of any flight delays or cancellations (our third party operators are governed by aviation regulatory authorities), Tswalu is in no way responsible for any loss whatsoever, sustained by you/your party. Please ensure adequate travel insurance is taken out to cover all such eventualities.