



## BOOKING TERMS AND CONDITIONS

Valid from 1 January - 31 December 2022

A booking needs to be confirmed and the deposit paid within 14 days from the date of the provisional reservation.

The balance of the accommodation and all transfers must be paid in advance and in full no later than 30 days 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 to arrival full payment is required.

### Payment terms

Confirmation of booking	20% deposit
30 days prior to arrival	balance of payment

Kindly note that all advanced deposits are held in a separate account, thereby offering complete security of funds.

### Cancellation policy

Current - 61 days prior to arrival	No cancellation fee will apply
60 – 31 days prior to arrival	20% cancellation fee will apply
30 – 0 days prior to arrival	100% cancellation fee will apply

Our reservations team is on hand to assist with all enquiries on a 'case by case' basis, and will take care of all the details for each booking.

Our cancellation policy is applicable regardless of whether payments have or have not been received by Tswalu and applies to all reservations. The deposit and payment policy excludes trade partners with pre-approved credit facilities.

Kindly note: Flight bookings are included in the definition of 'booking' for the purposes of this agreement and Tswalu's cancellation policy. Spa reservations cancelled on the day of the scheduled treatment will incur 100% cancellation fee.

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.

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

Tswalu reserves the right to change these terms and conditions at any time. In the event that any changes are made, the revised terms and conditions will be communicated to you and shared on our website.

## CONTACT DETAILS

### Tswalu Reservations

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