



PAYMENTS & CANCELLATION TERMS & CONDITIONS:

VAT

All tariffs include Value Added Tax (VAT) at 15%. Tswalu reserves the right to amend the quoted tariffs accordingly should the Government change the percentage level of VAT or introduce an additional tax or levy during the duration of this contract.

Deposit and Payment Policy

Your booking confirmation is required 14 days from making 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

All advanced deposits are held in a separate account with a refund guarantee, 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 are on hand to assist with all enquiries on a 'case by case' basis, and we look forward to assisting you in planning your Tswalu experience.

Please note:

- 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 exclude trade partners with pre-approved credit facilities.
- 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.
- Travel cancellation insurance: In the unlikely event of cancellation of a booking, travel insurance must cover our Cancellation Terms and Conditions.
- Guest will be responsible for any bank charges that may be raised against international wire transfers. Tswalu accept all credit cards. No additional administration fees are charged to process credit cards.
- 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

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