



## **PAYMENT & CANCELLATION TERMS AND 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.

### **Payment terms**

Confirmation of booking                      20% non-refundable deposit

The deposit goes directly towards Tswalu's regenerative efforts to ensure habitat and biodiversity restoration for the benefit of planet and people

60 days prior to arrival                      balance of payment

### **Cancellation policy**

Current - 61 days prior to arrival        20% cancellation fee (non-refundable deposit applied)

60 days prior to arrival                      100% cancellation fee will apply

### **Please note:**

- 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.
- 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.
- 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.