

Cancellation Policy

No shows No refund.

Refunds are at the discretion of management and subject to a non-refundable admin fee of R250.

Refunds and terms and conditions of your booking –

- For a stay of 1 night the full amount is required as a deposit.
- Two or more nights require 50% deposit of the total accommodation cost on the day of making your reservation. AND with the balance due on or before check-in.
- Credit card bookings require confirmation via email with the permission to debit credit card forms to be completed in full and emailed back to the guest house with **full** signatures and copy of credit card used to secure the deposit. The guest house reserves the right to call the bank for Authorisation prior to debiting your card and should authorisation not be granted your booking will then be cancelled. On entering your credit card details into an agent site payment method is not automatically approved. Please allow for 24 hours for the guest house to process your payment and approve it. On arrival to the guest house the guest is required to present the same credit card as used to make the online booking.
- Bank Deposit bookings have 24 hours to fax or email proof of deposit through to the guest house in order to secure the reservation. There after unless STD bank to STD bank a further 24 hours before the transaction reflects in our account.
- International deposits are subject to an additional fee being charged by your bank. The guest house will receive a deposit less the Forex commission and this fee is payable by the guest not the guest house.

Cancellations that occur

- Dec 6th to Jan 6th No Refunds 100% upfront
- March 26th to April 15th No Refunds 100% upfront
- 7 days or less forfeit 100% of the deposit paid
- 7 to 14 days, forfeit 75% of the deposit paid
- 14 to 21 days forfeit 50% of the deposit paid
- 21 days or more deposits can be refunded however conditions do apply.
- Credit cards will be debited within 1 hour to 1 working day of booking with the full non-refundable deposit. Cancellations made online must be confirmed by the guest house in writing. Deposit refunds are at the discretion of management and subject to a non-refundable admin fee of R250.
- Monies forfeited are retained to cover loss of nights, admin costs and or banking Charges.
- Refunds will be made within 15 working days solely at the discretion of management.
- Credits passed in the form of re booking will be allowed only at the discretion of management and the credit must be used within in the same month of the previous booking.
- No credits will be passed on bookings cancelled within the non-cancellation period.
- No refunds or credits will be passed on discounted and promotional bookings.
- For our regular guests who qualify for the regular stay discount, credits may be passed but are subject to approval by the guest house. Credits must be used within in the same month of the original booking being made.
- In the event that a guest shortens his/her stay no refunds will be granted after arrival day. Should you wish to shorten or amend your booking dates this will be subject to availability and must be done through the site where you first made your booking?
- Should you extend your booking dates after arrival this may overlap into another guests booking and you will be allocated to another room should one be available.

No shows are taken very seriously. If you do not notify the guest house that you will not be arriving, your credit card will be debited with the entire accommodation total. Your acknowledgement on making this reservation is binding and upheld by the banks.

****High season reservations such as Christmas, New Year, & Easter, etc. All Major Holidays and Major Sporting events having any cancellation no deposit will be refunded within a 3 month period of the booking being made.***

The use of real-time online booking system used is not 100% fail proof. At times a guest may be entering a booking into the system at the very same time the guest house is entering another booking into the system and this is when double bookings will occur. Big 5 Accommodation reserves the right to choose which of the two bookings will stand. Alternative accommodation will be sourced and presented should you wish to accept, the booking will then be transferred over. Big 5 Accommodation would like to ensure that there are no double bookings or unnecessary cancellations and endeavour to implement strict booking and cancellation policies to safe guard our guests and guest house.

Your submission hereby is acknowledgement on making this reservation, and binding in a court of law.