

PAYMENTS & CANCELLATION POLICY

Payment Policy 1-2 Room Bookings:

A valid credit or debit card is required to secure your reservation and your booking is payable 7 days prior to arrival.

For bookings made within 7 days of arrival, 100% of the total booking is payable at the time of booking.

Any balance remaining for your booking and/or any incidentals including food, drinks or alcohol is payable before your departure by debit or credit card.

Cancellation & Refund Policy 1-2 Rooms:

For any booking, we highly recommend taking out insurance against unforeseen cancellation.

If the booking is cancelled less than 21 days before arrival, then a charge equal to the first nights of the stay will be made.

If the booking is cancelled less than 14 days before arrival, then a charge equal to the full booking amount will be made.

In the event of a Force Majeure or Disinclination to Travel – please see below.

For cancellations of bookings made within 7 days of arrival, 100% of your payment will be non-refundable. In the event of a Force Majeure or Disinclination to Travel – please see below.

In the event of a no show or booking reduction, the full cost of the booking is charged.

Group Booking Payment Policy - 3 Rooms Plus:

A valid credit or debit card is required to secure your reservation.

For single night bookings - a charge equal to the night's stay in each room is payable 21 days before arrival.

For multiple night bookings – a charge equal to the full booking amount for all rooms is payable at the time of booking if the booking falls within one month of the booking date. Any balance remaining for your booking and/or any incidentals including food, drinks or alcohol is payable on the evening before your departure by cash, debit or credit card.

Cancellation & Refund Policy - 3 Rooms Plus:

For any booking, we highly recommend taking out insurance against unforeseen cancellation.

For bookings of one night - If the booking is cancelled less than 21 days before arrival, then a charge equal to the full booking amount for all rooms will be made.

For multiple night bookings – If the booking is cancelled less than one month before arrival, then a charge equal to the full booking amount for all rooms will be made.