

Luiperdskloof

Terms and Conditions

1. Please note this reservation is on provisional status and needs to be confirmed or released in writing.
2. The minimum nights stay at Luiperdskloof is **2 nights**.
3. The booking request merely represents an application for accommodation, and does not constitute an official reservation. The booking is only confirmed once Luiperdskloof provides a booking confirmation.
4. A non refundable deposit of 50% of the total accommodation account (including VAT) will be payable, and must be paid on or before the due date to confirm the booking.
5. All other outstanding monies is due 4 weeks prior to arrival date. **Should your check-in date be within 4 weeks from date of invoice - the full outstanding amount is required.**
6. Deposits received will be forfeited in the event of cancellations. In addition, no money will be reimbursed if guests leave the resort earlier than planned.
7. Failure to pay the deposit on or before the due date will lead to the cancellation of the booking without prior notice.
8. All outstanding costs must be paid in full before arrival.
9. All amendments to bookings must be made in writing.
10. Reservation fees (including 14% VAT) apply.
11. Registration occurs upon arrival, when the guest will sign a form that indemnifies the resort against any liability should guest sustain injuries or incur any loss during their stay. Guest will also sign a form by which they undertake to adhere to the rules of the resort.
12. No pets allowed, except guide dogs for the blind and visually impaired.

ARRIVAL AND DEPARTURE TIMES & OTHER

- Arrival Time is 14H00
- Departure Time is strictly at 10h00
- Please advise us of any late arrivals in advance.

Day Visitors

- Day visitors are allowed, pre-bookings are essential.
- Guests at the resort may be visited by family members and friends as day visitors, but only if prior arrangements have been made with reception.
- The number of day visitors at the lodge will be strictly controlled.
- The day visitor tariff is R150 per person.

Payment Options

- We only accept EFT transfers or direct deposits. A **cash deposit fee** of 1,5% is applicable for all cash deposits.
- **Bank transfers**
Please email a copy of the deposit slip/proof of payment, stating the reservation number as your reference – a booking confirmation will be forwarded as soon as the payment reflects.
 - **PLEASE NOTE: All bank charges are for the depositors account. Please ensure you tick the appropriate boxes to ensure bank charges are not deducted from our payment.**
- **CHEQUES - AMEX - DINERS**
Please note that cheques, Amex and Diners are **not accepted** at the Lodge.
- **CREDIT CARDS**
- Please note that only Visa and Master cards are accepted and that we charge a **5% transaction fee on all credit card payments.**

Security & Key Deposit

- R250 WILL BE CHARGED FOR LOST KEYS
- The refundable Security Deposit is payable 15 working days from departure, less any deductions.

Cancellation Policy

By paying your deposit you agree to the following:

- **Cancellation 1 month or more prior to arrival date 50% of the FULL BOOKING FEE is refundable.**
- **Cancellation 2 weeks to a month prior to arrival 25% of the FULL BOOKING FEE is refundable.**
- **Cancellation less than 2 weeks prior to arrival date - NO REFUND.**
- **Administration fee is non refundable with any cancellation.**

Extras & General

- Extras is to be settled in full at the Lodge prior to departure
- Special requests and dietary requirements must be advised at least 2 weeks before arrival otherwise we cannot guarantee we will be able to assist with the special requests.
- Breakfast, Lunch & Dinner can be pre-booked at an additional charge per person. To be pre arranged & paid for in advance.
- Vehicle exclusivity is not guaranteed.

- The rate excludes, curio shop purchases, office services, spa treatments and gratuities and gate fees
- **Children**
- Children will be permitted on game drives with other guests at the sole discretion of the ranger. No Children under the age of 16 will be permitted on walks.
- Children under 5 years of age are not allowed on the morning & evening game drives.

TERMS AND CONDITIONS FOR COMPETITIONS AND PROMOTIONS

- Two or more different promotions may not be used in conjunction for any one reservation.
- Where accommodation is provided as a prize, it excludes Transport, meals and beverages.
- Accommodation prizes must be claimed within three months following the date of the draw.
- Prizes may not be exchanged for cash.
- Luiperdskloof Lodge will not become invalid in negotiations regarding winner and prizes.
- All competitions and promotions are subject to the resorts' existing terms and conditions.
- Unless stated differently, all promotions exclude long weekends, school holidays and weekends.

MUSIC / BAR & LODGE HOURS AND LIQUOR

- SILENCE ON LODGE PREMISES AFTER 23H00
- NO MUSIC after 22h00 (this does not constitute loud music prior to 22h00)
- NB MUSIC: Unless the whole lodge is booked, other guests have to be considered. Please discuss your requirements before confirming.
- **Own liquor is ONLY allowed at your own unit, not at the lodge's leisure areas.**
- PLEASE NOTE THAT BAR CLOSSES AT 23H00

PLEASE SIGN AND RETURN TO LUIPERDSKLOOF

Please **check all details** on this reservation as Luiperdskloof Lodge accepts no Responsibility for any error or omission not brought to our immediate attention in writing.

Please ensure that you or clients are covered by a comprehensive travel and medical insurance policy.

I agree to the terms and conditions as stated above and am aware of the specific terms and conditions at Luiperdskloof Lodge & Conference Centre. I agree that any lost/damaged items will be billed to my account. I agree that the details contained herein are correct.

Signature

Full Name

Signed in _____ on the _____

