



**CONDITIONS.**

We accept no liability in the event of accidents leading to physical injury, disablement or death. We accept no liability in the event of loss or damage to any property brought onto the premises irrespective of whether such loss or damage arise from fire, theft or any other cause, or as a result of negligence (gross or otherwise) or a wrongful act committed by any person. Guests are liable for any damages that they cause to the rooms and any property that belongs to Zwinoni Lodge.

**ACCOMMODATION OPTIONS:**

Accommodation will be allocated on first come first serve basis at the time of receipt of the deposit. Only written requests will be considered. Verbal advice of availability is not a guarantee for booking.

**DEPOSIT AND METHOD OF PAYMENT**

A 50% of the total cost of stay shall constitute a deposit.

Upon receipt of the above mentioned deposit and a completed booking form we will confirm your booking. Such confirmation will be by return of mail or fax. Please ensure that the deposit slips are legible and contain your name. All payments must refer to the name under which the booking has been made. Please note that telephonic/ tentative bookings are not accepted. Bookings are only made and confirmed upon **receipt** of the deposit and completed booking form. The balance of the accommodation fee is payable when the guests check in. All payments should be done in cash or bank guaranteed cheques.

**BANK GUARANTEED CHEQUES WILL BE ACCEPTED**

**Bank deposits should be made to:** FNB (Rondebosch), ACBC current account Number 6202 9262 251. **You must fax a copy of the deposit slip to us at 086 671 4737**, otherwise we will be unaware of your payment. Please keep the original deposit slip as proof of your payment in case there is a fax error and we require another copy thereof. It is advisable to bring such deposit slip with you as well. Foreign transfers usually attract bank charges and will only be confirmed on amount credited to our account.

**CANCELLATIONS AND BOOKING CHANGES:**

**Booking fee deposits are not refundable under any circumstances.**

Additional charges will be levied for any direct costs incurred by us in the event of a late cancellation or reduction in the length of your stay.

**Refunds and reductions in price are not permitted for late arrivals or early departures.**

**COMPLETED BOOKING FORMS SHOULD BE RETURNED TO:**

Zwinoni Lodge

TELEPHONE: (021) 551 9847 OR 083 309 0451 FAX: 086 671 4737

EMAIL ADDRESS: welcome@zwinonilodge.co.za