

## **TERMS & CONDITIONS**

**(which are accepted when a booking is made)**

### **RATES QUOTED ARE:**

Inclusive of 15% VAT | if not otherwise indicated inclusive of breakfast | Payable in SA Rand | Subject to change without notice | All amounts are net of any bank or transfer charges | Payment is accepted in cash, EFT or most major credit cards.

### **AMEX OR DINERS CLUB CARDS.**

Should Amex or Diners Club cards be used as method of payment, a surcharge of 4% will be added to the bill.

### **BOOKING CONFIRMATION:**

A booking is deemed as confirmed with receipt of a written booking request or an electronic booking and the confirmation of the booking request by Abbey Manor in writing.

### **DEPOSIT:**

A 50% deposit is required within 7 days of making the provisional booking, to hold the room. Balance is payable on arrival.

### **CHILD POLICY (sharing room with adult):**

|                    |  |
|--------------------|--|
| Under the age of 5 | free of charge   |
| Between 6 and 17   | 50% of difference between double occupancy and single rate |
| 18 and older       | no discount  |

### **CANCELLATION:**

More than 10 days from arrival – no cancellation fee | Less than 10 days from arrival – 50% cancellation fee. 1 day or less / no-shows – 100% cancellation fee. Refunds are subject to reselling of rooms. **No cancellation fee if cancelled due to Covid-19.**

### **SMOKING:**

We are a non-smoking establishment. For the comfort of other guests, we ask guests not to smoke inside.

### **CHECK-IN after 14h00 and CHECK-OUT by 11h00.**

Depending on room occupancy, early check-in and late check-out is possible.