

GROOTBOS

Private Nature Reserve

★★★★★

GROOTBOS PRIVATE NATURE RESERVE COVID-19 TERMS & CONDITIONS

1. Existing international bookings:

Can be moved until the 15th of December 2021 at the same rates and no additional costs will apply. *

- * No reductions in rate should the booking move from high season to low season.
- * A rate increase will apply should the booking move from low season to high season.
- A 100% refund or postponement will be allowed should travel bans still be in place.

2. New international bookings (until 15 December 2021):

2.1. Provisional bookings:

- No deposits are required to confirm bookings.
- There is no time limit for how long a provisional booking can be held subject to the point below:
 - If the Lodge availability is full and a new prospective enquiry arises that is willing to confirm the booking and to pay in full, the provisional bookings in the system will be given the opportunity to pay in full or commit with a 25% non-refundable deposit to continue holding the space or release the booking to allow Grootbos to accept the new confirmed booking.

2.2. Full Payment:

- FIT bookings: full payment is due 30 days prior to guests' arrival.
- Groups & Conferences: full payment is due 60 days prior to guests' arrival.

2.3. Cancellation fees:

- No cancellation fees due to travel bans/travel restrictions will apply and all bookings will be 100% refundable up until 14 days prior to guests' arrival.

Please note that Grootbos reserves the right at any point in time to amend or withdraw these terms & conditions and revert to our original trading terms.

