

Terms and Conditions Cancellation Policy

GENERAL

All terms and conditions, whether general or special, shall be interpreted and take effect according to the laws of South Africa. The Courts of South Africa shall have sole jurisdiction in respect of any claims which may arise between the Client and Esiweni Lodge

Payment to Esiweni Lodge shall be at rates specified in the Rate Schedule, or as agreed in writing from time to time.

Credit arrangements are on application only. Where no credit facility exists, all reservations shall be settled on a pre-payment basis.

Esiweni Lodge shall not be held responsible for any damage to or loss of any property whether belonging to the Client or any of the guests, nor shall Esiweni Lodge be responsible for any personal injury which may be sustained by any guests or by any directors, servants or agents of the Client, whether such damage or personal injury be caused by, or arise from the negligence of Esiweni Lodge or its employees or otherwise. The Client hereby indemnifies Esiweni Lodge and all its directors, servants and agents against any claim of whatsoever nature that may be made against Esiweni Lodge by any of the guests or any of the directors, servants or agents of the Client in respect of such personal injury, loss or damage.

No pets allowed.

CHILD POLICY

No children under the age of 6 years are allowed at Esiweni Lodge unless the entire lodge is reserved exclusively.

Children under the age of 10 sharing with adults may be accommodated in a Esiweni suites.

Esiweni can put only one extra bed per suite.

All children under the age of sixteen must be accompanied by a responsible adult during game drives and bush walks.

SALIENT TERMS AND CONDITIONS

Rates are quoted in South African Rands, inclusive of taxes and levies and are commissionable to registered travel trade companies as per the rate schedules or as communicated in writing.

Under no circumstances shall Esiweni Lodge be held responsible for any losses or damages suffered by any Client as a result of the failure by any of its own clients/customers to perform his/her obligations to the Client, nor shall Esiweni Lodge be obliged to refund to the client, any payments or pre-payments in the event of the Client's failure to collect fees or other payments from any of its clients/customers.

Check-in time is from 12:00, and check-out time is 11:00. Earlier check-in times, if requested, will be considered subject to the availability of rooms. In all instances, expected time of arrival must be advised.

All guests will be required to settle their accounts for extras, telephone calls, spa treatment, etc. on departure. This can be done by credit card, traveller's cheques or local/foreign currency notes.

A final rooming list must be provided 14 days prior to arrival.

DEPOSITS & SETTLEMENT

A deposit of 50% of the value of the accommodation is required as confirmation for an individual (FIT) reservation. Full prepayment will be due 30 days prior to arrival. Esiweni Lodge reserves the right to sell accommodation held as a provisional reservation without a deposit, to a cash purchaser.

NB: Esiweni Lodge accepts no responsibility whatsoever for either the speed or reliability of mail services. Should payment not be received for whatever reason, Esiweni Lodge reserves the right to fully enforce all payment terms and conditions.

Credit Cards

Stay payments made with credit cards will be a surcharge of 3% on total amount.

CANCELLATIONS

Esiweni Lodge reserves the right to charge the following cancellation fees should a confirmed reservation be cancelled within the following period:

25% if cancelled 31 – 60 days prior to date of arrival

50% if cancelled 15 – 30 days prior to date of arrival

100% if cancelled 1 – 14 days prior to date of arrival

Cancellation fees are calculated on the nett rate per person. Please ensure that your clients are covered by a travel insurance policy to offset unforeseen cancellation. All reservation cancellations or amendments are valid only if advised in writing by facsimile, e-mail or letter.

Travel Insurance - We highly recommend that all visitors are covered by a comprehensive travel insurance policy to protect them in the event of unforeseen cancellation. Such insurance should also cover emergency medical care requirements and evacuation.