

GROOTBOS

Private Nature Reserve



CONTACT DETAILS

Tel. +27 (0)28-384 8000

Fax. +27 (0)28-384 8042

Reservations Manager – Florentina Heger:

florentina@grootbos.co.za

BANK DETAILS

Grootbos Accommodation Enterprises (Pty) Ltd

First National Bank Hermanus

Account No. 52470024996

Branch Code. 200412

Swift Code. FIRZAJJ

PAYMENT INFORMATION

Accommodation accounts require payment 30 days prior guests' arrival.

Preferred Credit Cards: Visa, AMEX and MasterCard (no Diner's Club Cards accepted)

TERMS & CONDITIONS

- Rates include VAT @ 15% and are quoted in SA Rand (subject to changes).
- Rates **exclude** Conservation Levy of R 100.00 per adult per day.
- **All reservations require pre-payment 60 days prior to day of arrival of guests. Grootbos reserves the right to cancel the booking should payment not be received.**
- All requests, confirmations and cancellations only valid if in writing.
- Provisional bookings will **only be held for a maximum of 7 working days**; thereafter the booking will automatically be released.
- 50% deposit is paid on confirmation and 50% paid 60 days prior to day of arrival. Therefore full pre-payment prior to arrival. Should the reservation be made less than 60 days prior the day of arrival, full pre-payment is required upon confirmation. **Grootbos reserves the right to cancel the booking should payment not be received.**
- Only extras will be settled on departure.
- Rates are not guaranteed until the booking is confirmed.
- We strongly recommend a minimum stay of 2 nights throughout the year.
- No pets allowed.
- Preferred Credit Cards: VISA, Mastercard & AMEX **(no Diner's Club Cards accepted)**

CANCELLATION POLICY

The cancellation fee is a percentage of the full accommodation account.

120 to 60 days prior arrival

50%

59 to 0 days prior arrival

100%

Grootbos Accommodation Enterprises (Pty) Ltd.

Company Reg. No. 1997 01841807

PO Box 148, Gansbaai, 7220, South Africa Tel. +27 (0)28 384 8000 Fax. +27 (0)28 384 8042

E-mail. info@grootbos.co.za Website. www.grootbos.com