

AMENDED TERMS AND CONDITIONS AS OF 16 JANUARY 2023



Amended Terms and Conditions applicable as of 16 January 2023

Bookings

Provisional bookings may be held as mentioned below, should we not receive written confirmation as required the booking will be released.

Mid-season and High Season	held for 21 days
Peak Season (July, August and Festive Season (21 December – 7 January))	held for 14 days
Less than 30 days prior to arrival:	held for 48 hours

Payment & Cancellation Policies

Cancellations are only effective on receipt of written notification. Unless the cancellation is due to force majeure, the below T&Cs will apply. Should guests fail to arrive on, arrive later than their intended arrival date, or leave before their intended departure date, no refund will be made.

Time Period	Payment Required	Cancellation Policy
Mid-Season (8 January – 31 March; 1 October – 20 December)	To confirm the booking a 25% deposit is required, within 14 days of confirmation	Non-refundable deposit
	60 days prior to arrival 75% balance of payment	Up to 61 days prior to arrival, 25% cancellation fee applies 60 days or less prior to arrival, 100% cancellation fee applies
High Season (April, May, June, September)	To confirm the booking a 25% deposit is required within 14 days of confirmation	Non-refundable deposit
	60 days prior to arrival 75% balance of payment	Up to 61 days prior to arrival, 25% cancellation fee applies 60 days or less prior to arrival, 100% cancellation fee applies
Peak Season (July, August and Festive Season (21 December – 7 January))	To confirm the booking a 25% deposit is required within 14 days of confirmation	Non-refundable deposit
	120 days prior to arrival, 75% balance of payment	Up to 121 days prior to arrival, 50% cancellation fee applies 120 days or less prior to arrival 100% cancellation fee applies

Please kindly note these standard T&Cs apply to FIT bookings only. Groups are considered 7 suites or more and terms are negotiated per group booking.