

Direct Guests



Booking Process

The client shall be responsible for informing Waterberg Portfolio of any bookings, confirmations, booking amendments, cancellations of rooms or services in writing by e- mail. The onus of proof of delivery in this regard will be on the client.

Provisional Bookings

Provisional bookings will be held as follows:

Number of days prior to arrival:	Number of days held:
61 + days	14 Days
60 - 31 days prior to arrival	7 Days
Less than 30 days prior to arrival	3 Days

Upon expiry of the above provisional periods, Waterberg Portfolio reserves the right to release reservations, unless requested in writing by the client to extend the provisional period. The extension of any provisional period shall be at the sole discretion of Waterberg Portfolio.

In the event that Waterberg Portfolio receives a confirmed reservation request against space being held on a provisional basis by the client, Waterberg Portfolio reserves the right to request confirmation or release the space being held within 24 hours.

Upon confirmation, it will be required to disclose the guests Nationality, this information is solely used for marketing purposes.

All confirmed bookings are subject to the appropriate cancellation and payment policies.

Payment Terms

A booking is only held on a provisional basis until a deposit has been paid.

Once a booking is confirmed, the booking is subject to the below cancellation policies.

Deposits:

Direct guests are required to pay a 30% deposit within 10 days to confirm a reservation, with the balance due payable, latest, 45 days prior to the guest's arrival.

Balance of payment:

Balance of payment is due, latest, 45 days prior to the guest's intended arrival.

Payment Methods

Direct guests can make payment via Visa or MasterCard or via electronic transfers into our bank account. All electronic transfers should be made in full and free of any bank charges.



Cancellation

Cancellation of all bookings must be in writing and is only effective on receipt of the written notification. Reservations held by Waterberg Portfolio where no deposit has been paid, will be cancelled by Waterberg Portfolio, on notice to the client. Requests to reduce or waiver cancellation fees from the client will be considered with the decision made at the discretion of Waterberg Portfolio, dependent on the cancellation reasoning, valid proof may be required in order to consider wavering cancellation fees. On cancellation of a confirmed booking, Waterberg Portfolio shall, subject to the relevant provisions of the Consumer Protection Act No. 68 of 2008 (as amended from time to time), and to the extent that the provisions of said Act are applicable, be entitled to the payment of the following cancellation fees:

- If cancellation of any booking, or part thereof, is received 180 to 46 days prior to arrival, a 20% cancellation fee will be charged.
- If cancellation of any booking, or part thereof, is received 45 days to 8 days prior to arrival, a 50% cancellation fee will be charged.
- If cancellation of any booking, or part thereof, is received 7 days to 1 day prior to arrival, a 80% cancellation fee will be charged. If cancellation of any booking, or part thereof, is received 0 days prior to arrival, a 100% cancellation fee will be charged.

Banking Details

Electronic transfers must be paid directly into the below listed bank account, these bank details will also be displayed on your individual invoices.

A copy of the deposit slip or payment confirmation, together with the appropriate guest details, Reservation number and/or invoice number, must be emailed to Waterberg Portfolio in order to reconcile the appropriate records.

Failure to do so may result in the payment not being reflected against the booking, and the space being released due to non-payment.

Bank Accounts

ZAR Bank Account Details (for all South African Rand Invoices)

Account Name:	The Waterberg Portfolio and the Waterberg Portfolio Collections (PTY) Ltd
Bank:	First National Bank
Account Number:	62804807701
Branch Code:	270652
Account Type:	Platinum Business Account
SWIFT:	FIRNZAJJ

Exclusive Use Policy

Exclusive use bookings, where a property is booked by one party in its entirety, do not adhere by the above terms and conditions. Cancellations, amendments and/or reductions of exclusive use bookings will be dealt with on a case-by-case basis.

Travel Insurance

Travel insurance is compulsory for all bookings made with Waterberg Portfolio.

Travel insurance is required to cover cancellations, personal effects, personal accidents, medical and emergency travel expenses.

