



## **TERMS AND CONDITIONS & CANCELATION POLICY**

**CHECK IN/CHECK OUT** - Check in from 14h00 - 18h00 - Check out by 11h00 - Kindly advise us of your arrival time. - Early check-ins or late departures are subject to room availability – we will always do our utmost to take the best possible care of our guests.

**CHILDREN** We accommodate children between 0 and 12 years in the Family lodge and Garden Kalamata - Garden Manzanilla only.

**PETS** Sorry, we can't accommodate any animals.

### **TRADING TERMS, RESERVATIONS & PAYMENT**

- All reservations to be guaranteed by a valid credit card
- Payment can be made by direct deposit or credit card
- We accept MasterCard and Visa credit cards. Alternatively, if banking with a South African Bank, you can settle via EFT (Electronic Funds Transfer). Please see the banking details below.
- Upon booking, a 30% deposit is required within 48 hours after making the reservation to secure such a reservation.
- Olive Garden Country lodge will reserves the right to cancel a booking should payment not be received as stipulated

### **CANCELLATIONS**

- A fixed booking fee of 250 Zar will be charged with a cancellation
- Cancellation 30 - 14 days prior to arrival will result in a cancellation fee of 50% of the total amount.
- Cancellation less than 14 days prior to arrival will result in a cancellation fee of 100% of the total amount.
- Cancellations only accepted in written form (e-mail )

### **BANKING DETAILS**

De Wagenmaker CC  
Business Cheque Account at ABSA Bank Robertson  
Branch Code: 334713  
Account: 4061284914

Olive Garden Country Lodge  
Klaasvoogds West | Robertson  
T +27 (0)23 626 4134

[booking@olivegardencountrylodge.com](mailto:booking@olivegardencountrylodge.com)