

2013 • PUBLIC Reservations Terms & Conditions

Boardwalk Lodge
wilderness • garden route
www.boardwalklodge.co.za

PREFACE

- All rates are quoted in South African Rand (ZAR) and include VAT at 14% and exclude the voluntary tourism levy.
- The Laws of the Republic of South Africa shall, in all respects, govern this contract.
- Boardwalk Resorts Development CC reserves the right to amend all tariffs should there be any change in bank lending rates, government VAT percentage, statutory levy, or tax becoming payable by Boardwalk Resorts Development CC after date of issue of this documentation. Notice shall be provided in the event of a rates amendment, but confirmed bookings at the time of the change shall be honoured at original rates.

RESERVATIONS

- Following an availability check, reservations must be made in writing to Boardwalk Lodge reservations office at email res@boardwalklodge.co.za, tel: +27 44 (0) 877 0238 or fax: +27 (0) 86 582 3320.
- On receipt of deposit, the reservation will be confirmed. Once confirmed, all reservations are subject to the Policies & Cancellation Terms stated below.

PAYMENT POLICY

Payment deadlines: (also stated on your Reservation Confirmation).

50% Security Deposit Required

- Within 10 Working Days if reservation made more than 2 months in advance.
- Within 05 Working Days if reservation made between 10 days and 2 months.
- Within 24 Hours if reservation made less than 10 days prior.
- For last minute reservations we require full payment prior to- or on day of arrival or we would require your credit card details to secure the booking.

50% Remainder Required:

- Payment prior to- or on day of arrival at the lodge
- Late check-ins for stays more than 1 night: payment required the following day by 10:00
- Late check-ins of 1 night only: full payment upon arrival at the lodge.
- Payment can be made by bank EFT, bank deposit, or credit card transaction.
- Cheque payments made by bank deposit are not secured until the amount is cleared into our bank account.
- Should you be paying by credit card, you will need to complete our credit card authorisation form or provide us with your credit card details by fax or email.
- Please provide your VAT number, if applicable, for your VAT claim purposes.
- Proof of payment must be emailed or faxed to Boardwalk Lodge reservations office at email res@boardwalklodge.co.za or fax +27 (0) 86 582 3320.
- **Bank account details:** Boardwalk Resorts Development CC, Standard Bank, Centurion, Account Number: 410 400 610, Branch Code: 012645, VAT Number: 401 021 2886, SWIFT Code: SBZAZAJJ.

CANCELLATIONS TERMS

- Cancellations **must** be made in writing to Boardwalk Lodge reservations office at email res@boardwalklodge.co.za, or fax: +27 (0) 86 582 3320.

Cancellations Terms:

- More than 28 days prior to arrival forfeits 10% of invoiced value.
- 22 - 28 days prior to arrival forfeits 25% of invoiced value.
- 15 - 21 days prior to arrival forfeits 50% of invoiced value.
- 08 - 14 days prior to arrival forfeits 75% of invoiced value.
- 00 - 07 days prior to arrival forfeits 100% of invoiced value.
- Non Arrival (No Show) forfeits 100% of invoiced value.

ADDITIONAL INFORMATION

- **Check-in time:** from 13:00 to 18h00.
- **Late Arrivals:** operators are required to please advise the lodge of late-arrivals so arrangements can be made.
- **Porter Service:** available between 08:00 and 17:00.
- **Check-out time:** by 10:30 unless otherwise arranged.
- **Map & Directions:** Please ensure that you provide **self-drive guests** our **Map & Directions**.
- **Reception office hours:** 08:00 to 18:00 daily.
- **FOC's** for groups are offered at the discretion of Boardwalk Lodge management.
- **Additional guest services available:** Wellness Treatments • Shopping assistance to help stock SC kitchens • Picnic Baskets • Honeymoon Extras • BBQ Packs... Please see our Upside Your Downtime document for more information.

MEALS

- **Breakfast:** Full English breakfast is served each morning from 08:00 until 10:30.
- Breakfast is available to the **Self-catering chalet guests as well** at R75 per adult and R50 per child u/12, child u/5 free. Please advise us ahead of time.
- **Dinner:** there are many superb restaurants in the village of Wilderness; please allow us to assist with dinner bookings.

PLEASE NOTE

- **Stairs:** Boardwalk Lodge is built on a forested slope and access to all rooms/suites and chalets require climbing stairs. If you or any of your fellow travellers have a problem climbing many steps, please notify us when making a reservation, as we cannot guarantee alternative rooms/chalets on arrival. Please see our **Accommodation Description & Details** page for info on stairs to each of our rooms, suites and chalets.
- **Pets:** not allowed at the Boardwalk Lodge

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