

LA CLÉ DES MONTAGNES

FRANSCHHOEK

Terms & Conditions

BOOKINGS MADE BEFORE 15TH MARCH 2020

- These bookings were made on the basis of a 20% non-refundable deposit, 50% deposit for bookings in Hot & Festive Season, being required within 14 days of confirmation.
- The balance of payment due at 45 days prior to the arrival date.
- Management of La Clé have adopted a 60-day forward view of these confirmed bookings held in the reservations system.

POSTPONEMENTS

- The postponement policy will remain in effect when the Western Cape is between Level 5 and Level 2 of lockdown. Outside of these lockdown levels all bookings will be subject to the terms under which they were initially booked.
- During this time, existing bookings based on the next 60 days, may be postponed to a future date up until 15 December 2021 without penalty.
- These bookings will move to the new dates and be held as confirmed with a deposit.
- Bookings that are further than 60 days out will either have to cancel or wait until the 60 day window for postponement.

CANCELLATIONS

- Bookings are liable for the cancellation fees pre arrival as follows: 46+ days = 20% (or 50%) deposit | 45-30 days = 50% | 29 days or less = 100%.

NEW BOOKINGS MADE AFTER 15TH MARCH 2020

- Implementing a Commitment Fee on all new bookings
- Valid for NEW bookings made for all travel until 14 December 2022
- 20% refundable Commitment Fee required within 14 days of confirmation.
- 20% non-refundable Commitment Fee required for bookings in Festive Season (20 December to 10 January)
- The balance of payment due at 45 days prior to the arrival date.
- Refundable Commitment Fees and final payments are held in a separate call account until the guest is on property.
- Booking held without a Commitment Fee will be considered provisional. In the case of a booking competing for the same dates, or any overlap of dates, the agent/client will have 48 hours to pay the commitment fee. In this case, due to the demand on dates and limited inventory, the commitment fee will immediately become non-refundable at any time of the year.

BANKING DETAILS:

BANK: Standard Bank Call account

ACCOUNT HOLDER: Soundprops 1057 Investments

ACCOUNT NUMBER: 078 763 460

BRANCH: 050210

SWIFT CODE: SBZAJJ

CANCELLATIONS

- Full refund of commitment fee if cancelled between confirmation and 46 days prior to arrival (irrespective of demand on dates).
- No refund of commitment fee that was converted from provisional to confirmed based on demand.
- Bookings that cancel will be liable for the cancellation fees pre arrival date: 45-30 days = 50% | 29 days or less = 100%.
- All travellers are advised to take out fully comprehensive travel insurance with CFAR (Cancel For Any Reason). This insurance must be able to fully cover cancellation of travel less than 45 days prior to arrival.
- At the discretion of management, bookings that paid a Commitment Fee upfront and need to cancel at 45 days or less prior to arrival due to a COVID related travel restriction, will be able to postpone for up to 12 months in advance. COVID related issue - further lockdown, no flights, guest not allowed to board a flight, guest falls ill with COVID and unable to travel.

*LA CLÉ DES MONTAGNES reserves the right to change these terms & conditions without prior notice.

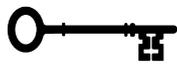
LA CLÉ DES MONTAGNES

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ALL BOOKINGS

- All amounts paid into the Soundprops 1057 Investments call account will be on the full invoice amount with no deduction for bank/credit card fees. In turn, amounts refunded by the property will be in full without banking/transaction fees.
- Receipt constitutes the deposit reflecting in our bank account.
- For any reservation made 45 days or fewer prior to arrival, full payment is due immediately.
- Rates are quoted in South African Rand (ZAR), include VAT and are subject to change.
- A minimum stay requirement of 2 nights applies to all stays during Hot & Festive Seasons.
- Specific rooms within a category can be requested at the Village or Lodge, however we cannot guarantee their availability. La Clé des Montagnes reserves the right to re-allocate bookings to rooms within the same room category.
- The cancellation policy also applies to confirmed bookings that reduce their length of stay. The above cancellation fees will apply on the release night/s.
- We reserve the right to review and change our rates on a quarterly basis.
- Cancellations must be received in writing.

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