



Mananga Private Bush Retreat - Terms & Conditions:

These rules apply when you book and stay with Mananga Private Bush Retreat. Booking accommodation is a contract, unless special arrangements have been agreed to, the following guidelines will apply in accordance with international practice.

A reservation is regarded as binding once it has been confirmed. Confirmation can be given orally or in writing, for example by e-mail. You and Mananga Private Bush Retreat are then regarded as having agreed a contract. For information on cancellations, please see the section headed "Cancellations". When making a reservation please quote your name, address, arrival and departure date.

Limitation of responsibility:

Mananga Private Bush Retreat is responsible for the letting of accommodations. If the host should for any reason be unable to let the booked accommodation, Mananga Private Bush Retreat has the right to book another equivalent accommodation with another host or offer repayment of the booking fee. Mananga Private Bush Retreat will inform the guest about such a situation and the necessary booking alteration. The guest is not entitled to damages or compensation beside what has been stated here. Mananga Private Bush Retreat bears no responsibility for conditions or events that lie Mananga Private Bush Retreat's control.

Guests and their visitors enter and use these premises at their own risk. Neither the owners nor their representatives or agents are liable for loss or damage to guests or visitors property, nor for the injury or death of any guests or visitors,

whether or not such loss, damage, injury or death is as a result of the negligence of the owners and/or their representatives.

Booking Includes:

The accommodation is at Mananga Private Bush Retreat. The accommodation is available from 15:00 (arrival day) to 10:00 (departure day) unless a special arrangement has been made with the host. The accommodation will be cleaned daily. If the guest stays longer than 4 days, the sheets will be changed by the 2nd day and towels and pillow cases daily.

Guests may make use of Protea Hotel Kruger Gate Restaurant & Spa.

Deposit Fee:

Deposit of **50%** will be charged to secure the reservation; the other **50%** will be due 30 days prior to arrival for future bookings.

A **100%** deposit will be charged for reservations that are made less than 30 days prior to arrival.

If you cancel your reservation outside the cancellation time limit Mananga Private Bush Retreat is entitled to retain the deposit fee.

Payments:

NO Settlement Cash Payments at arrival or Cheques Accepted. Credit card or EFT payments are accepted via our Agent Hazyview Holidays. No payments will be done at Mananga Private Bush Retreat.

Confirmation:

When Mananga Private Bush Retreat has received the guest's payment of the deposit fee, we send you via email all information about your reservation (name, address, "how to find your host". We recommend that the guest confirm directly with the host about arrival times 24 hours prior arrival.

Late Arrivals:

Guests are expected to arrive by 20:00 on the check-in date. Should guest plan to arrive later than 20:00, the guest must contact the host in advance. Otherwise, arrival later than 20:00 may be regarded as a cancellation. In this case, the reserved accommodation may be rented to other guests by the host, and the deposit fee is not repaid.

Indefinite Stays:

If you are staying for an indefinite period and extend your stay by a day at a time, you should notify your departure no later than 20:00 on the previous evening, otherwise you will be charged for an extra night's stay. If Mananga Private Bush Retreat or host can no longer make the accommodation available to you, it should notify you by no later than 20:00 on the previous evening.

Terms of Cancellation and "No-Shows:

DEPOSIT & PAYMENT POLICY:

- A **50%** deposit will secure the guests reservation.
- If the deposit of **50%** is not received within **48 hours** of confirming the reservation request the booking will automatically be cancelled.
- **30 Days** prior to arrival of the guests, the establishment must receive full payment for the reservation held. No payments will be accepted at the establishment.
- Failure to comply timeously with the terms of deposit payments will result in the bookings being automatically cancelled.
- **1 & 2 NIGHTS STAY, LONG WEEKENDS AND PUBLIC HOLIDAYS A NON-REFUNDABLE FULL PAYMENT (100%) IS REQUIRED TO SECURE YOUR BOOKING.**

PAYMENT DETAILS:

- We reserve the right to request a deposit or pre-payment for the reservation held.
- All payments must be made in South African Rands directly into the Establishments Bank Account or a Credit Card Payment can be done via Paybridge. (Secure Credit Card Facility)

CHECK IN TIME: 15h00 (no later than 20h00)

CHECK OUT TIME: 10h00

CANCELLATION POLICY:

- All cancellations must be given in writing directly to the establishment.
- On receipt of a written instruction to cancel the reservation, including bank details, the establishment will refund the applicable amount. The establishment levies a **7%** administration fee on any refunds processed.
- Cancellations made: **30 Days prior** to arrival, **30%** of the value of the room/s booked will be charged as a cancellation fee.
- Cancellations made: **14 - 7 Days prior** to arrival, **45%** of the value of the room/s booked will be charged as a cancellation fee.
- **7- 2 Days prior** to arrival, **65%** of the value of the room/s booked will be charged as a cancellation fee.
- **24 Hours prior to arrival, 100%** of the value of the room/s will be charged as a cancellation fee.
- **No-shows, 100%** of the value of the room/s will be charged as a cancellation fee.
- **ON ARRIVAL. NO PAYMENTS IS ACCEPTED AT THE ESTABLISHMENT**

Departure before Agreed Date:

If you have booked for a given period but depart early you are liable to the same charge as for a late cancellation, i.e. you pay for an extra night's stay in addition to the normal charge for your stay.

Standards:

Mananga Private Bush Retreat has inspected all accommodations and intermediate and found them to be of a good normal standard with normal equipment.

Our Dedication:

We will do all we can to make your stay as enjoyable as possible. But what is good can always become better. If you have any comments or good advice, by all means send them to Mananga Private Bush Retreat via email to reservations@hazyviewholidays.co.z

Right to Retain Luggage:

The host has the legal right to retain a guest's luggage as security against payment. In certain circumstances, defined by special rules, the host has the right to sell the luggage.

Penalty Interest:

If you delay your payment, the host is entitled to claim penalty interest on the payment.

Smoking & Pets:

Mananga Private Bush Retreat is a non-smoking establishment. Smoking is under no circumstances permitted in the unit. Guests are only allowed to smoke outdoors or on the patio. The hosts is entitled to debit guests for the cost of cleaning fabrics,

furnishings etc. if the no-smoking rule is infringed. At Mananga Private Bush Retreat no pets are permitted on the property as it is a Wildlife Estate.

Meals:

Mananga Private Bush Retreat is a Self-catering facility. However, guests may make use of the Restaurant at Protea Hotel Kruger Gate.

With the Safari packaged deals meals can be included, except for lunches & beverages they will be for your own account.

Complaints:

If you have complaints, it is very important you make them on site and at an early stage to your host. Complaints after completed stay will not be accepted or compensated.

Mutual Respect & Security:

The guest is responsible for treating the host with respect, showing reasonable care and courtesy in and about the host, as well as for following the host's rules of conduct and security. The security gate at Protea Hotel Kruger Gate was a measure put into place to ensure our guests safety and all guests.

ESTABLISHMENT DISCLAIMER:

Guests and their visitors enter and use these premises at their own risk. Neither the owners nor their representatives or agents are liable for loss or damage to guests or visitors property, nor for the injury or death of any guests or visitors, whether or not such loss, damage, injury or death is as a result of the negligence of the owners and/or their representatives.

NB!! Clients must phone the owner Ms. Josie Knight 30 minutes before arrival. Contact details: +27 (0)82 926 9326

The meeting point will be at Protea Hotel's entry gate you must be escorted as it is private property to get to Mananga Private Bush Retreat.

***R500 ·00 Refundable Breakage Deposit** is payable in cash on arrival and will be refunded if no breakages on check out. Breakages of major items will be charged on check out.*

I have read and agree to the terms and conditions.

Guest Signature: _____