



## Reservations, Refunds and Cancellation Policy

Reservations remain provisional until 50% payment is received within 72 hours of making the booking.

Payment can be made by one of the following:

1. Credit Card
2. Direct Bank Deposit / Transfer
3. Travel Agent Voucher – Only if Facility is Available

Account Name: Jozini Tiger Lodge (PTY) Ltd

Account Number: 116 503 5189

Bank: Nedbank

Branch: 116535

Kindly use your reservation confirmation number as a reference

1. Should a credit card be used as a guarantee, please complete the attached credit card authorization letter and return via e-mail together with a photocopy of the front and back of the Credit Card.
2. Should a bank deposit or bank transfer be used to guarantee your reservation, we require the original deposit or EFT transaction slip of the full deposit prior to check-in. Should these documents not be received by the date of arrival, a full deposit will be required from the individual when checking in.
3. Please note we do not offer a Foreign Exchange Facility at the Hotel

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### Cancellation Policy

Less than 14 days prior to arrival - 100% cancellation fee

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### IMPORTANT NOTICE: Food preparation and Dietary requirements

Please note that foodstuffs have been prepared and packaged on premises in which traces of nuts may occur and be present. Traces of chilli may also be present and products such as dairy, artificial colourants and flavouring as well as preservatives may be used in foods served.

Please note that NON-Halaal and NON-Kosher meals are also prepared & served on these premises.

**PLEASE NOTIFY US AT LEAST 7 DAYS PRIOR TO YOUR ARRIVAL OF ANY SPECIAL DIETARY REQUIREMENTS IN ORDER FOR US TO TRY AND ACCOMMODATE YOUR REQUEST.**

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### Child Policy

0-4 years of age - Accommodation & meals are free of charge.

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### General Terms and Conditions

1. Please note rates are subject to change without prior notice.
2. Availability for rooms for early arrivals cannot be guaranteed.
3. All rooms and indoor public areas are non-smoking.
4. Activities to be booked in advance.
5. Should you have a late departure request, please contact reception.
6. Mini Bar available in rooms – please advise if you would like it to be stocked prior to arrival.

We look forward to welcoming you to Jozini Tiger Lodge and Spa.