



Villa Isabella  
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#### **VILLA ISABELLA STANDARD TERMS AND CONDITIONS:**

##### **ARRIVAL & DEPARTURE TIMES**

Arrival: 2pm earliest unless otherwise arranged. Departure: 10am unless otherwise arranged.

##### **SELF CATERING HOLIDAY ACCOMMODATION BOOKING FEE AND CANCELLATION POLICY**

- 1) Upon Confirmation of the booking, there is a 15% Non Refundable Booking Fee.
- 2) Provided that a replacement booking is made for the dates booked, we will do a refund, but a 15% Re-Booking fee will be retained. Failing this, there will be no refund.
- 3) In addition to the above, there is a 50% cancellation fee if canceled within 90 days of arrival and a 100% cancellation fee if canceled within 30 days of arrival.
- 4) Once a booking has been confirmed, regardless of function type, the date cannot be moved as we have already committed to the accommodation and the service providers for those specific dates.

**TERMS OF PAYMENT:** 50% deposit to confirm a booking, the balance plus a R2,000.00 refundable damage deposit are to be paid a minimum of 1 full calendar month prior to arrival.

**RIGHT OF CANCELLATION:** Should agreed payments fall into arrears or should the balance of the payment not be received by the dates stipulated on the Booking Document, we reserve the right to cancel the booking in which case there will be a 100% cancellation fee.

**NO CHEQUES ARE ACCEPTED,** all payments to be made by EFT.

**RULES/CONDITIONS:** 1) Maximum of 10 people per unit 2) No smoking indoors 3) Certain pets allowed subject to pre approval by owner.

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##### **WEDDING AND FUNCTION BOOKING FEE AND CANCELLATION POLICY:**

- 1) Upon confirmation of the booking, there is a 15% Non Refundable Booking Fee.
- 2) In the event of cancellation, the 50% Deposits payable to service providers is non refundable. ( Catering, Accommodation, Photography/Videography, Décor' hire & Services, DJ etc.)
- 3) In addition to the above and provided that a replacement booking is made for the dates booked, we will do a refund but an additional 15% re booking fee will be retained. Failing this, there will be no refund.
- 3) In addition to the above , there is a 50% cancellation fee if cancelled within 90 days of arrival and a 100% cancellation fee if cancelled within 30 days of arrival.

**RIGHT OF CANCELLATION:** Should agreed payments fall into arrears and / or the balance of the payment and the refundable deposit not be received a minimum of one full calendar prior to arrival, we reserve the right to cancel the booking in which case there will be 100% cancellation fee.

##### **POSTPONEMENT DUE TO COVID.19 GOVERNMENT LOCKDOWN:**

Provided that there is a Government Lockdown **which legally precludes us and the client from occupying the Villa** on the specific dates booked, then we will postpone the booking to a date where the lockdown has been lifted and which suits both parties, subject to availability. As long as we are legally permitted to accommodate the Booking and our clients are legally permitted to occupy the Villa, there will be no postponement and if there is a "No Show" or a "Cancellation" by Guests/Clients then the 100% cancellation fee will apply. All Bookings must be 100% paid up to qualify for a Postponement.

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