



## **Palm House, Guest House, Cape Town - Reservation Conditions**

### **Conditions for accepting Personal bookings are:**

1. We will hold rooms for up to **72 hours** upon enquiry.
2. Any booking not confirmed will be released from our system after 72 hours.
3. All bookings will only become confirmed upon payment of a 10% deposit.
4. The full balance must be paid 30 days prior to arrival.
5. If the booking is made less than 30 days before arrival then the full amount will be due on booking.
6. Guests must note that a credit card must be available to swipe to cover any extras on arrival. If no Credit Card is available all extras will have to be paid cash, no account will be allowed.
7. Any cancellation after the full payment has been made will be subject to our cancellation policy.

### **Tour Operator/Travel Agent Payment Policy:**

1. The Full account is due 30 days before arrival unless otherwise agreed in writing
2. We reserve the right to release bookings should payment not be received by the requested date.

### **Cancellation Policy**

If a reservation is cancelled prior to 30 days of the booking a full refund will be given.

Cancellations 15 to 30 days prior to arrival, 50% of the bill will be levied.

If the booking is cancelled less than 15 days before arrival the full accommodation account will be levied.

**We recommend that you take out insurance against cancellation due to unforeseen circumstances**

### **Arrivals & Departures**

Check out will be by 11 am on the day of departure unless special arrangements have been made. Late check out will incur a charge of 50% of the normal rack rate.

Our check in time is from 2 pm each day; however it may be possible to check in earlier if your room is available.

Please note all deposits must either be with a valid CREDIT CARD or Direct Bank Transfer.

Because of the high incidences of fraud we reserve the right to request a copy of the credit card and passport of the card holder.

**The Palm House, 10 Oxford Street, Upper Wynberg, 7708 Cape Town.**

Tel: +27 (0) 21 761 5009 Fax: +27 (0) 21 761 8776

E-Mail: [info@palmhouse.co.za](mailto:info@palmhouse.co.za)

[www.palmhouse.co.za](http://www.palmhouse.co.za)