



Booking Terms & Conditions

Palm House Boutique Hotel & Spa is a small boutique hotel, and each reservation is of great importance to us. Once a booking is confirmed, the accommodation is reserved exclusively for you and removed from sale. As a result, we may decline other booking requests for the same dates.

By confirming a reservation, you acknowledge and accept the terms and conditions set out below.

Payment Terms

A **50% deposit** is required to confirm your reservation.

The **remaining balance** is payable **30 days prior to arrival**.

Bookings made **within 30 days of arrival** require **full prepayment** at the time of booking.

All rates include accommodation per night, breakfast, and **15% VAT**, unless otherwise stated.

Cancellations & Refunds

Cancellations made **more than 31 days prior to arrival** are refundable **less an administration fee to cover non-recoverable bank and payment-processing charges** incurred by the hotel.

This administration fee reflects **actual third-party costs** charged by payment gateways and financial institutions and is **not a cancellation penalty**.

Cancellations made **30 to 16 days prior to arrival** will incur a **50% cancellation fee**.

Cancellations made **within 15 days of arrival** will be charged at **100% of the booking value**.

No-shows will be charged at **100%**.

Non-refundable rate bookings may not be cancelled or refunded at any time.

Refunds, where applicable, will be processed to the original method of payment. Please allow standard banking processing times for funds to reflect.

Guarantee of Reservation

A reservation is guaranteed upon receipt of the required deposit. Full payment confirms the booking in its entirety.

Children & Extra Bed Policy

Children 0–3 years: accommodated free of charge in a cot or existing bedding, inclusive of breakfast.

Children 4–11 years: accommodated in the manor house with an extra bed at **R850 per child per night**, inclusive of breakfast.

Children 12 years and older are considered adults and charged at the applicable adult rate.

General

Rates and policies are subject to change at the discretion of hotel management.

These terms and conditions are governed by the **laws of South Africa**.

By completing a booking, the guest confirms that they have read, understood, and accepted these terms and conditions.

For special requests or assistance, please contact us directly.

We look forward to welcoming you to Palm House Boutique Hotel & Spa.