



Thobeka Lodge

Registration Number: 2015 / 380098 / 07

www.kosi.co.za ino@kosi.co.za 072 446 1525 GPS Co-ordinates: S 26 57.093 E 32 46.254

Reservation Cancellation Policy, Deposit Policy and No-show policy

Reservation Policy

Check-In Time: 14:00hrs – 23:00hrs **Check Out Time:** 10:00hrs

- Early check-In or Late-Check out is subjected to bed/room availability on the relevant day, to be confirmed first.
- Room not occupied by 24:00 hours will be seen as No Show, unless prior arrangement has been made.
- NO SHOWS will be charged.
- Check outs after 12:00 hours are subject to charge, as are all arrivals prior to 10:00 hours, which are billed from the previous night.
- In case of premature departures, the full amount will be charged according to the reservation.
- **Should there be more occupants in the room than be booked for, a fine of R1500 per room will be implemented.**
- All guests must produce a valid passport/id upon Check-in. Copies will be made thereof.

Cancellation policy

Once a reservation is confirmed, please notify us by sms, phone call or email of any cancellation or modification of the booking at least 3 days (48 hours) before arrival, else 1 night's stay will be imposed.

Deposit Policy

- A 30 % deposit is required to secure the rooms and camping sites.
- Late arrivals, early departures, No show or cancellation within 14 days of stay – No refund due.
- Cancellation between 15 and 30 days before stay – 25% of the deposit will be refunded.
- Cancellation between 60 and 30 days before stay – 50% of the deposit will be refunded.
- Cancellation more than 60 days before stay – an admin fee of 5 % of the deposit will be charged.
- During high season Management has the right to change reserved rooms, without previous notice and without assigning any reason whatsoever.

Accepted Method of Payment

- We do accept card and cash payments. Please tell us with check-in the preferred way of payment.
- No cheques are accepted.

Parking

Parking is available at the Lodge premises free of charge.