



MANTIS NO5 BOUTIQUE ART HOTEL  
RACK RATE SHEET  
2024 - 2025

# RACK RATE SHEET

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GQEERHA, EASTERN CAPE



		Low Season 1 May - 30 September 2024	High Season 1 October 2024 - 31 March 2025
		Rack	Rack
Executive Suites (3)	Single	3 300	3 550
	Per room sharing	3 690	3 940
	Children (4 11 years)	525	525
Business Class Suite (3)	Single	3 380	3 630
	Per room sharing	3 770	4 020
	Children (4 11 years)	525	525
Luxury Suite (3)	Single	3 450	3 700
	Per room sharing	3 840	4 090
	Children (4 11 years)	525	525
Presidential Suite (1)	Single	3 750	4 000
	Per room sharing	4 140	4 390
	Children (4 11 years)	525	525

## TERMS & CONDITIONS

### Rates are:

- **Subject to rate & room availability**
- Quoted, invoiced and payable in ZAR, and includes 15% VAT.
- Quoted per room per night, based on a maximum of two adults per room, or on a single basis.
- Inclusive of accommodation and breakfast. Any additional expenses to be settled upon departure.

### Child Policy: Children on request

- This policy applies to all children from 0 up to and including 11 years old. Children from 12 years and older are considered as adults and will therefore require their own room at the applicable rates. Children occupying their own room will be charged at the single rate.
- Children 0 to 3 years are accommodated on a complimentary basis when sharing with 2 adults.
- Children 4 to 11 years (sharing room with adults) are accommodated:
  - per child per night and inclusive of breakfast and 15% VAT.
  - in a cot and/or sleeper couch, depending on the availability thereof and their ages.
- 2 Luxury Suites have sleeper couches that can accommodate 2 children under 12

### Bookings and Payment policy:

- Provisional bookings are subject to availability; i.e: should we have limited suites available, only confirmed bookings will be accepted.
- Full names of guests travelling will be required to convert the status from provisional to confirmed.
- Bookings made less than 30 days prior to arrival will be held for a maximum of 72 hours.
- Bookings made 60 - 90 days prior to arrival will be held for a maximum of 7 working days.
- Bookings made more than 90 days prior to arrival will be held for a maximum of 14 working days.
- A deposit may be required at the time of booking (subject to availability)
- Full payment required 30 days prior to arrival
- Any discrepancies on the confirmation or invoice must be addressed with reservations within 7 days of issue.

### Cancellations:

- Only written cancellations will be accepted. Ensure to receive an acknowledgment of cancellations from reservations.
- 50% of fee if cancelled less than 15 days prior to arrival.
- 100% of fee if cancelled less than 7 days prior to arrival.

### Group/Conference: Deposit & Payment

- This policy applies to bookings of five (5) or more suites.
- A 10% non-refundable deposit may be requested at time of booking in order to secure rooms, dependent on season.
- Provisional reservations made more than 60 days prior to arrival will be held for a maximum of 15 working days, thereafter it will automatically be released.
- Full pre-payment (100%) is required 30 days prior to arrival, final rooming lists and requirements to be received 30 days prior to arrival.
- Reservations made less than 30 days prior to arrival will require full pre-payment at time of booking.

### Groups and Peak Season Cancellations (20 Dec – 10 Jan and Iron Man)

- 100% of fee if cancelled less than 30 days prior to arrival.

**Block out dates:** Best Available Rates (BAR) will apply over the below mentioned periods

- Easter Weekend
- Iron Man - Minimum 4 nights stay required
- Peak Season (20 December - 10 January)

### Waiver:

- No5 reserves the right to release bookings should payment not be received by the requested date.
- No5 retains the right to admit or remove any guests whose behaviour impacts negatively on the hotel property, other guests and / or staff.

