



In light of COVID-19 we are prepared to be flexible regarding cancellations and rescheduled reservations. We will update our cancellation policy regularly according to new information received with regards to the Covid-19 virus as well as travel restrictions.

Individual or FIT reservations

Clients with reservations in place up to 30 June 2020 may cancel or postpone reservations up to 30 June 2021.

From 01 July 2020, refunds will only apply to reservations that meet the following standard Cresta Hotels policies:

- Cancellation up to 48 hours prior to arrival without any cancellation penalties
- Any cancellations received with-in 48 hours of arrival will be charged one night's accommodation at the reserved room rate.
- Please note that any amendments to existing reservations from 01 July 2020 will be subject to availability and any rate deference (if applicable).

International Groups and Series Cancellation policy

As per our standard cancellation policies, and in the event of total cancellation/and or postponement of the reservation, the following cancellation/postponement fees will apply from 01 July 2020:

- All amendments to the original reservation must be received in writing via email to the respective Cresta Hotel.
- Group reservations may be amended or cancelled up 45 days prior to arrival with-out any cancellation or penalty charges. This will also apply to reduced number of travellers.
- Between 44-30 days prior to the group arrival, the agent will be charged 50% of the portion of the cancelled reservation value should the reservation be cancelled or reduced.
- Between 29-15 days prior to the group arrival, the agent will be charged 75% of the portion of the cancelled reservation value should the reservation be cancelled or reduced.
- Between 14-0 days prior to the group arrival, the agent will be charged 100% of the total reservation value should the reservation be cancelled or reduced.
- No shows will be charged for the full reservation value.
- Rooming lists to be mailed to our reservations team at your earliest convenience in order for us to release rooms and avoid cancellation charges.
- In all cases we will review extraordinary circumnutates on an ad-hoc basis, at each hotel. Enquiries should be directed of the General Manager of the respective hotel.

MICE Groups

As per our standard cancellation policies, the following cancellation policy will apply:

- 121 days or more prior to the event date – 10% of the value of the latest signed agreement
- 90-120 days prior to the event date – 25% of the value of the latest signed agreement
- 119 - 31 days prior to the event date – 50% of the value of the latest signed agreement
- Less than 30 days prior to the event date – 100% of the value of the latest signed agreement

CONTACT US

Mondays to Fridays
07h00 - 18h00

T: 011 881 1200

Bookings: reservations@crestahotels.com

Website: www.crestahotels.com