

STANDARD TERMS & CONDITIONS 2022

1. New bookings may be held on a provisional basis for 10 days, with an option to extend on request for a further 10 days at which time if no confirmation has been received the booking request will be automatically cancelled. Belvidere Manor will confirm all reservations in writing.
2. Rates are inclusive of breakfast and include the TOMSA levy of 1% and VAT of 15%. Our VAT number is 4590158939.
3. Rates are subject to change with immediate effect if government levies/taxes should alter.
4. Full pre-payment must be made 14 days prior to guests' arrival. In the event of non-payment, guests may be billed direct. Credit terms may be offered by special arrangement.
5. Payment may be made by way of credit card or bank transfer. Our bank details are
 - Account name: Tradefirm 1 (Pty) Limited
 - Bank: First National Bank Limited
 - Branch: Knysna
 - Branch code: 250655
 - Account number: 527 000 44797
6. Proof of payment should be emailed to accounts@belvidere.co.za, quoting the reservation number.
7. STANDARD CANCELLATION POLICY
 - 01 – 03 days prior to arrival – 80% of total accommodation charge
 - 04 – 14 days prior to arrival – 50% of total accommodation charge
 - 15 – 30 days prior to arrival – 25% of total hotel costs

Should a guest's stay be cut short for any reason then the hotel is entitled to charge the full amount of the accommodation. This is not dependent on hotel's occupancy level. Guests should be advised to take out travel insurance.

All cancellations are subject to an administration charge of R250 per cottage. No verbal cancellations will be accepted. All cancellations must be communicated in either written or electronic format to our Reservations office.

Should the South African government or the client's home country impose a travel ban due to Covid-19, the client will be invited to change the date of their reservation and a credit held. Alternatively a refund will be made, less a R250 admin fee. All refunds will be processed after 21 days, as per policy adopted by the South African Revenue Service.
8. Children between the ages of 2 and 11.99 years may be accommodated in a double suite cottage, sharing with two adults and will pay 50% of the adult rate, and those 12 years and older will pay 70% of the full adult rate. Children will occupy a single bed. No additional mattresses or sofa beds are allowed. A baby under the age of 2 years may stay free of charge. Camp cots are available to hire at a cost of R100 per day.
9. The number of persons occupying any cottage will not exceed the number of beds provided or the number of persons booked.
10. No pets will be accepted.