

TINTSWALO TERMS AND CONDITIONS

1. Reservations procedure:

All reservations requests whether provisional or confirmed must be received in writing by e-mail or fax.

Please direct details to our Reservations Department at least 45 days prior to arrival date.

The contact details for Reservations are:

Tel: +27 (0)11 300 8888 and local within SA 0861 TINTSWALO

Emergencies: +27 (0)78 456 5147

Fax: +27 (0)11 300 8890

Email: res@tintswalo.com and reservations@tintswalo.com

Reservations for Conferences, Functions, Meals, Wedding or Other Events must be sent directly to the hotel as follows:

Tintswalo at Waterfall: Tel +27 (0) 11 234 2456/27

Email: res@waterfall.tintswalo.com and res2@waterfall.tintswalo.com

Tintswalo Atlantic: Tel +27 (0) 78 804 7837/43

Email: reception@atlantic.tintswalo.com

Tintswalo Safari Lodge and Manor House: Tel +27 (0) 15 793 9013/4/5

Email: reception@safari.tintswalo.com

Provisional reservations will be held for 7 days from booking date, after which they will be released unless further emailed / faxed communication has been received.

2. Payment policy:

Direct bank transfer payments are preferred but all major credit cards are also accepted. All reservations made will only be guaranteed provided payment is made and monies are received in accordance with the following:

Bookings made 45 days or less prior to arrival:

Bookings require 100% pre-payment within 48 hours. A credit card authorization form must be completed for such bookings unless proof of payment into our bank account for the pre-payment is provided.

All executive boardroom and function bookings require full pre-payment prior to arrival.

Bookings made 46 days or more in advance:

A non-refundable deposit of 20% of the total invoiced amount (as specified on the invoice) must be received by us within 7 working days of making the reservation unless otherwise agreed to in writing by us at the time of reservation.

Balance of payment of 80% must be received 31 days prior to arrival.

Proof of payment must be faxed to our reservations office, with the following details: Company name; reservation name and confirmation invoice number; date of deposit; amount paid.



Method(s) of Payment:

a) BANK TRANSFERS - Tintswalo Lodges
Nedbank, Business North Rand Branch
Branch Code: 14-69-05
Account Number: 1469 1626 60
Swift: NEDSZAJJ

b) CREDIT CARD - To pay the deposit; please visit our secure online Credit Card Payment page at:
<https://www.vcs.co.za/vvonline/ccReservation.asp?p1=S040>
(Reference = VM_refno)

Alternatively you may complete the credit card authorization form at the end of this document.

c) FOREIGN TRANSFERS - originating outside of South Africa: All amounts due to be paid to Tintswalo must be requisitioned in ZAR (South African Rands), not in the relevant country of origin's currency. Should the amount due be requisitioned as a foreign currency amount, the drawer will be invoiced by Tintswalo for foreign exchange commission charges accordingly.

All clients including Account Holders must be aware of the cancellation conditions as per the details below:

3. Cancellation policy:

Cancellations are only effective on receipt of written notification thereof. If payment is not received in accordance with our payment policy above we reserve the right to cancel the booking and the guest/tour operator/agent will be advised of this by fax or e-mail.

All cancellations will be subject to the following policy:

<u>No. days prior to arrival</u>	<u>Applicable policy/cancellation fee</u>
Confirmation to 46 days	20% (non refundable deposit)
45 to 32 days	50% of total value of reservation
31 days or fewer	100% of total value of reservation

Meal bookings:

No Show R100 per person no show charge will be invoiced and charged to your credit card/company

Please note: These cancellation charges will be levied to all Account Holders in accordance with the above schedule.

4. Handling Fees

Requests to reduce the duration of all reservations, ie. whether for accommodation, conferencing or other services, will be considered on an individual basis. Once agreement on terms thereof are concluded, a 5% handling fee of the total value of the original reservation will be levied against all reservations in which the duration of the booking is reduced.



5. Tintswalo at Waterfall & Tintswalo Atlantic ~ Meal bookings

A credit card application form must be completed, signed and returned to reservations to confirm the reservation within 24 hours. Full prepayment is required for meal bookings made.

Service charge: A service charge of 10 % of the food value / conference value will be added to all group bookings of 8 or more.

6. Confirming final numbers: All Conferences, Functions & Weddings

Final meal numbers must be confirmed four days prior to arrival. Should numbers decrease after four days a discount will not be given. The full rate shall be charged for the total given four days prior to arrival. Should numbers increase, the extra guests will be charged accordingly.

7. Wedding bookings

For Tintswalo Atlantic and Tintswalo Safari Lodge and Manor House, a minimum of two nights must be booked for any wedding function.

Please note: All drinks are not included in all wedding packages at all Tintswalo properties (irrespective of standard rates which may be inclusive of selected drinks).

8. Extra's settlement

All extra's for any clients/guests/functions/conferences must be settled by the designated signatory on departure, unless prior arrangements have been made.

9. Transfers

All transfers to and from all Tintswalo properties are excluded from the rates. Air and road transfer rates are available upon request. Please note that all air and road transfer rates quoted are subject to change without prior notice. Cancellation fees are also applicable for cancelled transfers but vary depending on the carrier concerned.

10. Other:

All terms and conditions, accommodation rates, flight rates, venue hire rates, conference rates, gate fees (where applicable) transfer and meal rates quoted are subject to change without prior notice. However, all rates quoted for confirmed bookings will be honoured at the rates quoted prior to implementation of any new rate structure.

Please note that varying luggage restrictions apply for charter flights.

IT IS A CONDITION OF BOOKING WITH TINTSWALO THAT EACH AND EVERY GUEST BE ADEQUATELY COVERED BY COMPREHENSIVE TRAVEL AND MEDICAL INSURANCE.

