



<u>Room Type</u>	<u>Oct 2022 to Apr 2023</u>		<u>May 2023 to Sept 2023</u>	
		<u>RACK</u>		<u>RACK</u>
Superior Rooms: PPS	3	1,630		1,220
Superior : Single		2,320		1,730
Garden Suite: PPS	1	2,020		1,530
Garden Suite : Single		2,830		2,040
Standard: Dbl / Twins: PPS	5	1,430		1,020
Standard: Single		2,120		1,530
Standard: Dbl (Family): PPS	1	1,430		1,020
Children in Family: PC		700		520
R4 Triple (no balcony): PPS	1	1,200		830
R4 Triple (no balcony): PS		1,890		1,340
Single Supplement		700		520
Third person sharing		700		520
Children in Room 10		700		520
Under 2 yrs - no charge				

Remarks:

Min TWO nights required in the period of 20 December to 15 January

GUIDE / DRIVER:

Bookings of 7 rooms or more: 1 comp room / subject to availability

Bookings of less than 7 rooms: pps rate applies

Updated terms & conditions effective immediately (24th February 2021)

FIT cancellation policy:

- 50% deposit is required to secure reservation.
- 50% remainder payment is due 30 days prior to arrival.
- Full pre-payment is required for FIT bookings in the period of November to February. Non-payment will result in automatic cancellation of booking.
 - Cancellation 16 - 29 days prior to arrival - 50% cancellation fee applies.
 - Cancellation 8 - 15 days prior to arrival - 80% cancellation fee applies.
 - Cancellation 0 - 7 days prior to arrival / no show: 100% cancellation fee.



- **Peak Season (01 November – 28 (29) February):**
 - Cancellation 45 - 60 days prior to arrival - 50% cancellation fee applies.
 - Cancellation 30 - 44 days prior to arrival – 75% cancellation fee applies.
 - Cancellation 0 - 29 days prior to arrival / no show – 100% of cancellation fee applies.

Group bookings – cancellation policy:

- All groups booked in the period of October to March will have a 60-day release period. This means that a rooming list, full confirmation, and full pre-payment are required 60 days prior to arrival.
- In the event that the accommodation is not taken up, the Hotel shall have the right to deem the amounts paid forfeited in lieu of the cancellation penalties payable and, in addition the Hotel shall have the right to release reservations where deposit and/ or payment is not made on the due date.
- Group Reservations (4 rooms or more)
- Should a Group reservation be cancelled or reduced within 30-60 days prior to the due date of arrival, 50% of the contracted cost of the allocated accommodation will be charged in lieu of reduction / cancellation fees.
- Should a Group reservation be cancelled or reduced 30 days or less prior to due date of arrival, 90% of the contracted cost of the allocated accommodation will be charged in lieu of reduction / cancellation fees.
- All no-show charges will be charged at 100% of the contracted cost of the accommodation for the full period.
- In the event that the tour operator holds credit facilities with the hotel, the deposits would not be required, except over peak demand periods.

Exclusive use booking cancellation policy:

- 50% deposit required to secure booking.
- 50% remainder payment due 60 days prior to arrival
 - Cancellation 50 - 60 days prior to arrival – 50% cancellation fee applies.
 - Any rooms cancelled in excess of 50% of the original booking, will be charged for in full.
 - Cancellation 31 - 49 days prior to arrival – 75% cancellation fee applies.
 - Any rooms cancelled in excess of 75% of the original booking, will be charged for in full.



- Cancellation 0 - 30 days prior to arrival / no-show – 100% cancellation fee applies.
 - 30 days prior to arrival: any rooms cancelled will be charged in full.

Should a group reservation be requested within thirty (30 - 60) days or less prior to date of travel, full pre-payment of the total value of the booking, is required immediately on confirmation and such reservation will be treated as a provisional booking until the payment is received. Should we not receive the full pre-payment, the booking will remain provisional and subject to release forty-eight (48) hours after notification of confirmation, or until the deposit is received.

COVID CANCELLATIONS:

Take note: These terms will be subject to change without prior notice.

We do understand the unusual circumstances that travel faces today. We will agree to extend a credit provided that the below conditions can be proved.

- Cancellation of an entire group within the 30-day period due to either short notice travel bans or lockdowns.
- Cancellation of individual clients (FIT) within the 30-day period due to clients testing positive, falling ill, travel bans, or lockdowns imposed by their own countries/provinces/states?

Cancellations for any other reason will be subject to our normal cancellation policy.

Banking Details:

Account Name: New Line Investments 100 (PTY) Ltd t/a Sandals St Francis Bay
Bank: Nedbank
Branch: Port Elizabeth
Branch Code: 126317
Account Number: 1263059309

Hotel Contact Details:

Owner / Contact: Tess Strzelecki
Physical Address: 4 Napier Road, St Francis Bay
Postal Address: P.O. Box 689, St Francis Bay 6312
Tel / Fax Numbers: Tel: +27 (0)42 294 0551
Fax: +27 (0)86 523 9993

Email: enquiries@sandalsquesthouse.co.za

Website: www.sandalsquesthouse.co.za

E-Brochure:

http://wetu.com/iBrochure/r4501/Sandals%20Guest%20House/?utm_source=Sandals%20Guest%20House&utm_medium=Email&utm_campaign=email