

## TERMS AND CONDITIONS as at October 2007

### CHECK IN / CHECK OUT TIME

- Check in time is 14:00 hours and check out time is 11:00 hours.
- For a late check out to 18:00 hours, a 50% charge of applicable daily contract rate applies and is subject to availability on the day. For check out after 18:00 hours one full night contract rate applies.
- Guaranteed access to rooms prior to 14:00 hours may be reserved from the previous evening with one night additional contract rate charge.

### GROUP POLICY

- The rates given in this contract are not applicable for reservations of over 5 rooms or more, meetings, groups or conference business. Please contact the resort reservations for group rates.

### CANCELLATION POLICY

Less than 30 Days written notice of cancellation: Full charge/No refund  
No Show or day not used due to premature departure: Full charge/No refund

#### NOTE:

- **If a booking is cancelled inside 30 days prior to travel, clients have an option to reschedule their stay within 12 months of the original travel dates booked without penalty however the booking remains 100% non-refundable.**
- Cancellations will only be acknowledged by quoting a booking Reference Number. The Wholesaler for future reference to this file must retain this number. It is agreed that if the number can not be quoted it shall be deemed that the Resort has not received the cancellation.

### EARLY CHECK-OUT

In the event that the individual or entire group checkout ahead of the booked and confirmed departure date, the Resort reserves the right to charge the full amount as a penalty to the wholesaler equivalent to the contract rate of the full confirmed length of stay.

### DEPOSIT / PAYMENT

- A non refundable deposit of USD\$1000 is to be paid within 15 days of confirmation to hold the booking.
- Full payment must be received no later than 30 days prior to arrival.
- In the event of non-payment prior to the guest's arrival, the reservation will automatically be released. Should the guest arrive, the best available rate will be offered to the guest and the guest will be asked to settle the invoiced amount in full at the Resort.