



## BOOKING POLICY

We understand that plans can change, and we strive to accommodate our guests to the best of our ability. Our cancellation policy is designed to ensure fairness and clarity for all parties involved. Please review the following terms regarding the cancellation of your booking:

### 1. RESERVATIONS:

- **Booking Confirmation:** All bookings are confirmed upon receipt of a 50% deposit of the total accommodation cost. The remaining balance is due 30 days before the check-in date.
- **Late Bookings:** For bookings made within 30 days of the arrival date, the full payment is required at the time of booking.
- **Minimum Stay:** A minimum stay of 2 nights is required for all bookings. Unless special arrangements were made. (like day hunts)

### 2. PAYMENTS:

- **Accepted Payment Methods:** Payments can be made via bank transfer, credit card(coming soon), or other secure payment gateways as specified on our website(coming soon).
- **Currency:** All prices are quoted and payable in South African Rand (ZAR).
- **Security Deposit:** A refundable security deposit may be required upon check-in, which will be returned upon satisfactory inspection of the property.

### 3. CANCELLATIONS AND REFUNDS:

#### ▪ **Cancellation by Guest:**

- **CANCELLATIONS MADE MORE THAN 8 WEEKS BEFORE THE SCHEDULED ARRIVAL DATE:** Cancellations made more than 8 weeks before the scheduled arrival date will result in a full refund of the deposit. There will be no cancellation fee.
- **CANCELLATIONS MADE BETWEEN 4 TO 8 WEEKS BEFORE THE SCHEDULED ARRIVAL DATE:** Cancellations made between 4 to 8 weeks before the scheduled arrival date will result in a 50% refund of the deposit. The remaining 50% of the deposit will be retained as a cancellation fee.
- **CANCELLATIONS MADE WITHIN 4 WEEKS OF THE SCHEDULED ARRIVAL DATE:** Cancellations made within 4 weeks of the scheduled arrival date will result in a loss of the entire deposit. No refund will be issued

- **Cancellation by Property:** If a booking is cancelled by the property owner for any reason, a full refund of all payments made will be issued.
- **No-Show Policy:** Failure to arrive on the scheduled check-in date without prior notification will result in the full booking amount being charged.

## **ADDITIONAL INFORMATION:**

- The cancellation policy applies to all bookings made through Jaglekker
- If we are able to find replacement guests for your dates, the penalty may be waived, save for booking fees and advertisement costs.
- All cancellation requests must be submitted in writing and received by us within the specified time frames to qualify for a refund.
- In the event of unforeseen circumstances or emergencies, please contact us directly, and we will consider each situation on a case-by-case basis.
  - REFUNDS: If your deposit has already been paid over to the property owner, it might take a while longer to do the refund, as we need to reverse the direction of the transaction.
  - CREDIT: Property owners often take bookings months ahead of time and spend the money on staff, marketing and maintenance in anticipation of the hunting season, as many of their businesses are cyclical and depend on deposits in advance. It would therefore be appreciated if you could take a credit note for a booking for a different date, rather than ask for the funds back

## **4. CHANGES TO BOOKING:**

- Amendments: Guests can request changes to their booking dates or details up to 30 days before the check-in date, subject to availability. An amendment fee may apply.
- Early Departure: No refunds will be provided for early departure once the guest has checked in.

## **5. CHECK-IN AND CHECK-OUT:**

- Check-In Time: Varies from property to property
- Check-Out Time: Varies from property to property
- Late Check-Out: Late check-out may be available upon request and is subject to availability. Additional charges may apply.

## **6. LIABILITY AND DAMAGES:**

- Guest Responsibility: Guests are responsible for any damages to the property during their stay and will be charged for repair or replacement costs.
- Property Liability: The property is not responsible for any loss, damage, or theft of personal belongings. Guests are advised to take out travel insurance.

## **7. HOUSE RULES:**

- Occupancy Limits: The number of guests per accommodation unit must not exceed the maximum number specified at the time of booking unless special arrangements were made prior to booking.

We appreciate your understanding and cooperation with our cancellation policy. If you have any questions or need further clarification, please do not hesitate to contact us at [besprekings@jaglekker.co.za](mailto:besprekings@jaglekker.co.za)