

PAYMENT & CANCELLATION POLICY

ACCOMMODATION

DEPOSIT:

In order to secure a reservation a 50% deposit of the total value of the booking must be paid within 4 working days of making the reservation. Proof of payment must please be send to info@bwelani.co.za. Acknowledgement will only be returned once the payment reflects in our bank. Please take into account that the time laps between payment and receipt depends on numerous factors, so if your arrival is imminent please organise to pay on arrival.

OUTSTANDING AMOUNT:

On arrival the full outstanding amount must please be paid.

PAYMENT METHODS:

- EFTs – the preferred method – must please be made to the bank details provided on the invoice and to no other.
- Credit card payments can also be made. There is a Credit Card Authorisation (CCA) form that needs to be completed and signed by the authorized signatory on the card. In case of a company card a letter on the company's letterhead must accompany the completed CCA. In case of an individual the credit card needs to be present at check-in as an imprint needs to be taken.

ADDITIONAL GUESTS:

The accommodation and facilities are for the paying guests only. Visitor(s) staying later than 22:00 will be charged as if staying the entire night.

RIGHT OF ADMISSION:

Please note that the right of admission is reserved. Management holds the non-negotiable right to request any attendee to leave the premises without any recourse to Bwelani or its staff.

The owners will do their utmost to protect guests, their family and visitors from injury and loss. However, the owner and his agents shall not be liable for any injury, loss or damage of any description whatsoever which the guest or any member of his/her family or relative or visitor of the guest may sustain directly or indirectly in or about the premises from whatever cause.

The guest hereby accepts responsibility and indemnifies the owner and his employees or agents against any claim by any such person(s) or any injury or loss or damage sustained as aforesaid.

ACCOMMODATION - CONTINUED

CANCELLATION OR NO SHOW:

- More than one week before arrival date: 100% of deposit is refundable
- Less than 1 week before arrival date: 90% of deposit is refundable. At minimum one night's stay will be withheld
- In case of no-show: 0% of deposit is refundable
- In the event of early departure the nights not spend may not be refunded – subject to management decision

REFUND PROCEDURE:

On receipt of a written instruction to cancel the reservation the applicable amount will be refunded within 10 working days. For refunds to a bank account outside the Republic of South Africa the cost levied by Bwelani's bank will be withheld.

VERY IMPORTANT: Refunds will ONLY be made to the originating bank, i.e. the bank account the money was initially received from. For example, if the deposit was paid using a credit card, the refund will ONLY be made to that specific credit card **no other**.

CONFERENCES / FUNCTIONS / CATERING

DEPOSIT:

In order to secure the reservation the following needs to be in place:

Both the quote and the proposed menu must be signed off by a duly authorised person and returned to Bwelani. Any subsequent changes might incur additional costs.

A 50% deposit of the total value of the booking must be paid within 4 working days of the quote being issued. Proof of payment must please be send to info@bwelani.co.za. Acknowledgement will only be returned once the payment reflects in our bank. Please take into account that the time laps between payment and receipt depends on numerous factors.

FINAL NUMBERS & PAYMENT:

The final number of attendees must please be communicated at least 5 working days prior to the event. The full outstanding amount must reflect in Bwelani's bank account at least 5 working days prior to the event. Please note that no preparation will be commenced until final payment is received.

PAYMENT METHODS:

- EFTs – the preferred method – must please be made to the bank details provided on the invoice and to no other.

CONFERENCES / FUNCTIONS / CATERING - CONTINUED

- Credit card payments can also be made. There is a Credit Card Authorisation (CCA) form that needs to be completed and signed by the authorized signatory on the card. In case of a company card a letter on the company's letterhead must accompany the completed CCA. In case of an individual the credit card needs to be present at the start of the event.

CHILDREN:

Please note that the venue is not child friendly and we can unfortunately not accommodate small children, i.e. younger than 8 years of age. All children attending need to be under adult supervision at all times. Children between the ages of 8 and 10 years will be charged 50% of the adult price and children 11 years and older will be charged full price.

ADDITIONAL COSTS:

Duration: The proposed duration of the event is taken into account in preparing the quote. If this is exceeded an additional R200 per hour/part thereof will be charged in order to provide for additional logistical costs. Extending the duration is not guaranteed.

Final count: If more people attend than the final number communicated 5 working days prior to the event the full per person price will be payable. Due to costs incurred preparing food no refunds will be done for less people attending.

Breakages: The refund of the Refundable Deposits (if charged) will be made within 5 working days after the event. The amount withheld, if any, will be determined by Management and is non-negotiable.

RIGHT OF ADMISSION:

Please note that the right of admission is reserved. Management holds the non-negotiable right to request any attendee to leave the premises without any recourse to Bwelani or its staff.

The owners will do their utmost to protect guests, their family and visitors from injury and loss. However, the owner and his agents shall not be liable for any injury, loss or damage of any description whatsoever which the guest or any member of his/her family or relative or visitor of the guest may sustain directly or indirectly in or about the premises from whatever cause.

The guest hereby accepts responsibility and indemnifies the owner and his employees or agents against any claim by any such person(s) or any injury or loss or damage sustained as aforesaid.

CANCELLATION OR NO SHOW:

- Up to 20 working days prior to the event 100% of deposit is refundable
- Between 20 and 5 working days prior to the event 80% of the deposit will be refunded
- Less than 5 working days prior to the event 0% of deposit will be refunded

CONFERENCES / FUNCTIONS / CATERING - CONTINUED

REFUND PROCEDURE:

On receipt of a written instruction to cancel the reservation the applicable amount will be refunded within 10 working days. For refunds to a bank account outside the Republic of South Africa the cost levied by Bwelani's bank will be withheld.

VERY IMPORTANT: Refunds will ONLY be made to the originating bank, i.e. the bank account the money was initially received from. For example, if the deposit was paid using a credit card, the refund will ONLY be made to that specific credit card **no other**.