

Hotels, Resorts and Lodges

Gooderson Tropicana Hotel, Beachfront, Durban
Gooderson Knysna Chalets, Knysna
Gooderson Drakensberg Gardens Golf & Spa Resort, Southern Drakensberg
Gooderson Monks Cowl Golf Resort, Central Drakensberg
Gooderson Natal Spa Hot Springs & Leisure Resort, Paulpietersburg
Gooderson Kloppenheim Country Estate Hotel, Machadodorp
Gooderson Bushlands Game Lodge, Near Hluhluwe, Zululand
Gooderson Dumazulu Lodge & Traditional Village, Near Hluhluwe, Zululand
Gooderson Mtunzini Forest Lodge, Mtunzini



Head Office

85 OR Tambo (Marine) Parade, Durban
PO Box 10305, Marine Parade, Durban 4056
KwaZulu-Natal, South Africa
www.goodersonleisure.co.za

Financial Division

Tel: 031 337 2672

Central Reservations

Tel: 031 337 4222

e-Res Online at www.goodersonleisure.co.za

Timeshare Division

Tel: 031 368 5642

Gooderson Leisure Corporation Proprietary Limited and its Subsidiaries

Company Registration Number: 1972/004241/07

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AGREEMENT BETWEEN YOU AND GOODERSON LEISURE

Welcome to the **Gooderson Leisure** website. By using this website and accepting the terms, conditions, and notices outlined below (the “**Terms**”), you agree to be bound by them. If you do not agree with these Terms, please refrain from using the website.

These Terms apply to all visitors and all activity conducted on this website. **Gooderson Leisure** may update or change these Terms from time to time to improve our services or meet legal requirements. Any updates will take effect as soon as they are posted, and by continuing to use the website, you agree to the revised Terms.

You may find links on this website that lead to other websites, some of which may not be affiliated with **Gooderson Leisure**. Please note that each website has its own terms of use and privacy policies. When you visit those sites, their rules will apply, not ours.

While we make every effort to ensure our website runs smoothly and securely, **Gooderson Leisure** cannot guarantee uninterrupted access or the successful transmission of information or online transactions at all times. Sending information or making a booking online does not automatically mean it has been accepted or

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Directors: G.M. Castleman (CEO), C.M. De Klerk (Managing Director), R. Nannoolal (Financial Director), J. Lakaram (Executive Director)

Associate Companies: Alawill Investments (Pty) Ltd 1980/002740/07; Natal Spa Investments (Pty) Ltd 1955/000583/07;

Bushlands Game Lodge (Pty) Limited 1965/03614/07; Dumazulu Kraal (Pty) Ltd 1994/02540/07

processed—it simply means it has been received. All bookings or transactions are confirmed in writing once processed.

Occasionally, our website may be temporarily unavailable due to maintenance or technical updates. If this happens, you can still contact **Gooderson Leisure** through traditional channels such as telephone or email, and we'll be happy to assist you.

Thank you for visiting **Gooderson Leisure** — we look forward to helping you experience all the comfort, adventure, and hospitality our destinations have to offer.

RESERVATION TERMS AND CONDITIONS

Rates are subject to availability and fluctuations.

Rates are per night sharing on a per person or per room basis, as indicated.

Rates indicated for a "double per person sharing" are based on two persons sharing a room and are charged per person sharing per night unless otherwise stated.

Rates are for accommodation only unless otherwise specified.

"BB" denotes bed and breakfast. "DBB" denotes dinner, bed and breakfast.

These rates are not available for groups or conferences and a maximum of 9 rooms per booking applies.

Rates are non-commissionable to IATA/ASATA registered Travel Agents, on presentation of a referral/payment voucher.

Certain rates require a non-refundable prepayment in order to be confirmed. Please check the Rules and Rates when booking, to determine the payment policy.

Reservations confirmed on a prepaid rate are subject to cancellation fees should they be modified or cancelled.

The credit card used to confirm a reservation is required to be presented on check-in at the hotel. In the event of the cardholder not travelling, a valid form of ID is required to be presented.

All other payments for services rendered by a Gooderson Leisure Hotel, Resort or Lodge shall be payable by you on departure.

All accommodation provided in terms of any booking made on this website will be subject to the standard Gooderson Leisure terms and conditions of residence of the hotel concerned.

Certain special promotions and rates carry their own terms and conditions which apply accordingly. All Gooderson Leisure rates are inclusive of Value Added Tax but exclude the required 1% Tourism levy that will be charged.

Opening / Operating hours. While we aim to ensure consistent service, there may be times when we need to temporarily close or adjust the hours of our facilities, experiences, or activities without prior

notice. We retain the right to make these changes at our discretion for any reason.

PEAK AND OFF-PEAK

Peak also refers to "season"; or "in season";. Off-peak also refers to "out of season"; or "off season";.

Gooderson Leisure rates apply to peak and off-peak.

Peak Periods are as follows:

Christmas Day (25 December), Day of Goodwill (26 December), New Year's Day (1 January) Easter long weekend.

16 December to 8 January.

South African Public School holidays, as gazetted.

Nationally declared Public Holidays and long weekends associated with Public Holidays.

Off-peak periods are those that fall out of the above peak periods. Should your booking apply to both periods a peak period date and non-peak period, the peak period conditions will apply.

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PAYMENT

Payment for any reservations or other services for which fees may be charged by Gooderson Leisure shall be payable by you on departure from the hotel in question or, where applicable, shall be debited to your account after departure.

The rates payable by you in respect of the provision by Gooderson Leisure of any services and/or goods, including but not limited to the provision of accommodation at the hotel of your choice shall be the current applicable rates of the particular hotel specified by you. Those rates are available from the hotel itself. Provision of banking and/or credit card details on the website is merely to secure a reservation, and does not constitute payment in respect of the services to be provided by Gooderson Leisure. Gooderson Leisure reserves the right to debit your credit card with a cancellation fee equal to 1 nights' accommodation, if a reservation is not cancelled 6 days prior to arrival.

The customer/client hereby agrees that this transaction constitutes an electronic transaction as defined in the Electronic Communications and Transactions Act 2002 and that a binding agreement has been concluded between the Hotel and the customer/client authorising the Hotel to deduct or to debit the credit card for payments for services rendered to the customer/client. The hand signature of the customer/client shall not be required for authorisation purposes.

By clicking the "I AGREE" button herein, the customer/client signifies and accepts all terms and conditions contained in this Website.

All credit card details supplied will be charged instantly, should the transaction be successful the reservation will be confirmed, and the deposit posted onto your reservation.

All major credit cards will be accepted. Charges and refunds will always be processed in South African currency.

The card used to make a reservation will be requested and presented when you check in along with a

valid identification. All other payments for services rendered by a Gooderson Leisure Hotel, Resort, and Lodges shall be payable by you on departure.

DEPOSIT POLICY

A deposit equivalent to one night's accommodation must be paid within 72 hours to secure the reservation. Should no deposit be received in the allotted time, the hotel reserves the right to cancel the booking without prior notification.

ALTERATIONS TO RESERVATIONS

Off-Peak Alterations

If you reduce the number of nights stay and the arrival date is more than 14 days from arrival, the refund for the reduced number of nights will be processed by the hotel within 21 days of you informing the hotel and no additional penalties will be incurred.

If you reduce the number of nights stay and the arrival date is within 14 days of arrival, any refund that may be due will be processed at the time of check-out from the hotel.

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If you extend your original reservation and prior to your check-in, the hotel will take payment in respect of the additional accommodation charges at the time of check-in.

Peak Alterations

If you reduce the number of nights stay more than 14 days before your expected arrival date, you will be refunded by the hotel on check-out.

If you reduce the number of nights stay within 14 days of your expected arrival date, you will not be refunded.

If you extend your original reservation and prior to your check-in, the hotel will take payment in respect of the additional accommodation charges at the time of check-in.

CANCELLATION POLICY

Once your reservation has been confirmed and secured with a deposit, Gooderson Leisure reserves the right to apply cancellation fees against the deposit.

Cancellations received 30+ days prior to arrival - R250 admin fee. Cancellations received 29 to 22 days prior to arrival - 25% cancellation fee Cancellations received 21 to 7 days prior to arrival - 50% cancellation fee Cancellations received 6 days prior to arrival to arrival date - 100% cancellation fee No shows - 100% cancellation fee

CONFIRMATION OF RESERVATIONS

For online credit card transactions

If a transaction is authorised by the bank you will receive on screen confirmation of your reservation. Should the transaction be declined by the bank, you will receive notification of this on screen and no reservation will be held for you at the hotel.

For EFT transactions

You will only receive confirmation once your funds have been received and confirmed. Proof of payment does not constitute proof of funds. Please note that it can take up to 3 days for funds to clear into our bank account.

On confirmation of a reservation on screen, an e-mail and SMS (providing you have supplied a cellular number) will be generated and dispatched to you. The e-mail address provided by you will be used to send the confirmatory e-mail. Only South African mobile phone numbers will be sent the confirmation by SMS. It is advised that you print the confirmatory e-mail and present same to the hotel at time of check-in.

Comments and queries with regard to payments and confirmation should be emailed with full detail to the relevant hotel, Resort and Loge concerned with the booking.

CHILDREN'S POLICY

Any person under the age of 14 years old is deemed a child in terms of our policies.

Children's rates are only applicable when children are staying in the same room as adults. If children stay in a separate room, standard adult rates will apply.

Maximum of 2 Children (Under 14) staying in the same room with parents pay no accommodation fees, but a percentage of buffet prices apply:

0 - 3 years: No charge

4 - 13 years: 50% of Adult Buffet Food Charge

BUFFET DINING

Restaurant Service Options: Depending on occupancy, we may offer either a buffet or an à la carte menu. This means that:

When the buffet is available, the à la carte menu may not be offered. When the à la carte menu is available, the buffet may not be offered.

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Charges for the buffet are per seating. If you return for a second seating, you will be charged the standard buffet price again.

DRONE POLICY

The use of drones on any of our properties is strictly prohibited.

CONDITIONS OF RESIDENCE

The guest, signing the registration card, warrants that he is duly authorised to sign for and bind all persons represented by him or for whom he is responsible ("his party") to these conditions of residence and, failing such authority, agrees to be personally liable for all amounts arising from the residence of himself and his party at the Hotel.

The guest and each of his party agree to pay not later than the time of departure (unless prior written arrangements have been made with the Hotel management) the room rate is determined by the Hotel for the period of residence, the costs of food, beverage and any other amounts relating to such residence together with V AT (if applicable) incurred by the guest and his party during his/their stay in the Hotel. Periodic payments must be made if the account exceeds the credit limit designated by the Hotel, and accounts are payable on presentation.

A certificate from the Hotel Manager shall constitute proof of indebtedness of the guest and his/or his party and of the particulars therein for all purposes including any action instituted by the Hotel against the guest and/or any of his party.

The guest agrees that after his departure, the Hotel may retain goods left behind by him and/or his party and authorises the Hotel after giving one month's notice to the address registered by the guest of its attention to do so, to sell same, privately or publicly, at the Hotel's discretion at such price as the Hotel may determine and offset proceeds of such sale against possible indebtedness of the guest or to hold such proceeds or part thereof for a period of three years pending any claims by the guest for those proceeds failing which they shall be deemed to have been forfeited to the Hotel.

The guest hereby agrees on behalf of himself and the members of his party that it is a condition of his/their occupation of the Hotel that neither the Hotel, its landlord, employees nor agents shall be responsible for any injury or death of any person or the loss or destruction of or damage to any property upon the premises, whether arising from fire, theft or any cause and by whomsoever caused or

arising from the negligence (gross or otherwise) or wrongful act of any person in the employment of the Hotel. The guest and his party may hand to the Hotel for safekeeping money and /or valuables, whereupon a special receipt will be issued accordingly.

Check-In and Check-Out Times:

Check-in: After 2:00 PM.

Check-out: By 10:00 AM.

If you wish to remain on the property after check-out time, storage for your belongings can be arranged. Guests cannot occupy a room that needs to be prepared for the next arrival. Failure to vacate rooms on time, or occupying rooms without authorization, will result in staff packing up and removing guest belongings.

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SPECIALS

Specials are valid for the date(s) specified and cannot be redeemed or transferred after the special end date. The end date of the special is the last day in which the special can be redeemed. Specials cannot be used in conjunction with any other specials.
Specials are subject to change without notice.

ACCOMMODATION PRIZE VOUCHERS

Accommodation prize vouchers are valid for 6 months only. Vouchers are not transferrable.
Vouchers do not have a cash value and cannot be converted to cash or cash equivalents.
Vouchers are valid for the stipulated resort only and cannot be redeemed at or transferred to another resort.
Accommodation vouchers cannot be used in conjunction with running specials.

LAW AND JURISDICTION

This Agreement (and any disputes, claims or proceedings of whatsoever nature arising out of or in any way relating to the use of this website is governed by and shall be construed in accordance with the laws of South Africa. You hereby consent to the exclusive jurisdiction of the South African courts in all disputes arising out of or relating to the use of this website. Those who choose to access this website from outside South Africa are responsible for compliance with local laws, if, and to the extent that, local laws are applicable. You may not use or export materials or content contained on this website in violation of South African export laws and regulations. If any provision of these Terms shall be unlawful, void or for any reason unenforceable, then that provision shall be deemed severable from these Terms. You agree that no joint venture, partnership, employment, or agency relationship exists between you and Gooderson Leisure as a result of this Agreement or use of this website.