



Terms and conditions for individual reservations

1. All rates quoted are on a room only per night basis unless otherwise indicated.
2. All bookings are subject to availability.
3. Rates are subject to change without prior notification.
4. Full pre-payment of the accommodation amount is required in order to secure your booking. Should a pre-payment or guarantee not be received to secure the booking, the hotel has the right to cancel the booking within 48 Hours of the arrival date.
5. Check-in is from 14:00 or 15:00 and check-out is by 10:00 or 11:00, specific to each property.
6. Best Available Rate (BAR) will apply during any high demand periods (e.g., Major sporting events, Conventions, Concerts, Shows etc.)
7. Any pricing which includes a component of third-party charges (i.e., Airport Transfers, National Park Fees etc.) may be changed without notice, should this component fee be increased.
8. Guaranteed reservations which have prepaid in full or have alternative guarantees in place with extended payment facilities at the hotel, will be held for first night only. Thereafter the accommodation will be released if not occupied.
9. For bookings of 8 rooms or more, enquire directly on +27 11 806 6888 for group conditions and bookings.
10. Legacy Hotels & Resorts reserves the right to discontinue any promotion at their discretion.
11. Credit / Debit cards that are used to make the booking must be presented upon check-in at the hotel or lodge.
12. South African Hotels: Due to the Immigration Act no.19 of 2004, positive personal identification will be required to be presented upon check-in. A valid Passport or ID Document will be acceptable.
13. Further terms and conditions may apply. Specific properties may apply terms and conditions specific to their location and business operation.

Cancellation Policy per Booking

A No-show fee equal to one night's stay will be charged for guaranteed reservations who do not adhere to the following cancellation policy:



- Cancellation - Seven or less rooms - within 48 hours prior to arrival will be subject to a full cancellation fee of the value of one night's accommodation booked.
- Cancellation - Eight rooms or more – Legacy Hotels & Resort group cancellation policy will apply

Please note the below:

South Africa

- Please note that all rates include VAT @ 15% but exclude the 1% Tourism Levy applicable presently in South Africa.

Namibia

- Please note that all rates include VAT @ 15% but exclude the 2% Tourism Levy applicable presently in Namibia.

- **Gabon**

Please note that all rates quoted in EUR are inclusive of VAT @ 18% and City Tax @ 2% (CFA 1.000/2 EUR per night per room).