

SORTED.

Package Terms & Conditions

Premier Hotels & Resorts
Corporate and Leisure Packages

Sorted is our promise.

Every package has been thoughtfully created around a particular way to stay, work, celebrate, reconnect or get away. These terms explain what applies across the Sorted package collection and the additional terms that apply to each individual package.

Package validity: Individual package validity periods are stated in the relevant package section below.

Contact: Premier Hotels & Resorts | 086 111 5555 | info@premierhotels.com

1. General Terms & Conditions

General Terms and Conditions

These clauses apply to all ten packages. Where a package-specific term addresses the same subject more precisely, that package-specific term applies to that package, subject to the accepted booking confirmation, any signed corporate or group agreement and applicable law.

Application and acceptance. These general terms apply to every Premier Hotels & Resorts 'Sorted.' package. The package-specific terms below supplement them. By confirming a booking, the guest, booker or organiser accepts the terms disclosed before confirmation, subject always to applicable law.

Participating properties. Packages are available only at Premier Hotels & Resorts properties that have opted in to the relevant package. Participation, room types, package inventory and property-specific value-adds may differ by property and must be confirmed at booking.

Validity and stay dates. The stated validity is the stay period unless the offer or confirmation identifies a separate booking window. All nights and package services must be taken within the applicable validity period. A package cannot be carried forward beyond its final date unless Premier confirms an amendment in writing.

Availability and confirmation. All package requests are subject to availability and are not binding until the guest receives a booking confirmation or the organiser accepts a written proposal and satisfies any stated deposit or guarantee requirement.

Rates and price disclosure. Rates are quoted in South African rand. The quotation or booking path will disclose whether VAT, tourism levies and any mandatory charges are included. Dynamic rates can change before confirmation. Once confirmed, the price may change only where the booking is amended or where a lawful, disclosed adjustment applies.

Occupancy, rooms and child policy. Rates apply to the occupancy, room type and guest profile in the confirmation. Additional adults, children, rooms or occupants may attract supplements. Child ages, meal entitlements and room-sharing limits are governed by the participating property's disclosed child and occupancy policy.

Package inclusions. Only the core inclusions and property-specific value-adds expressly shown in the quotation or confirmation are included. Quantities, voucher values, service times, menus, activity selections and allowances must be read with the confirmation. Items not expressly included are charged separately.

No cash value or combination. Package inclusions, amenities, vouchers and unused services are not redeemable for cash, transferable or refundable when left unused by the guest's choice. Packages may not be combined with another promotion, negotiated rate, reward redemption or discount unless expressly permitted in writing.

Loyalty. Loyalty and Rewards members may book eligible Sorted packages using their applicable loyalty discount, up to a maximum of 15%. The discount is subject to membership status, package availability, participating properties, qualifying booking channels and the applicable Loyalty and Rewards programme terms and conditions.

Meals and dietary requirements. Meals are provided at the designated outlet and service time and may be a set menu, buffet or allocated credit as disclosed. Dietary requirements and material food allergies must be communicated before arrival. Reasonable efforts will be made to accommodate them, but an allergen-free environment cannot be guaranteed.

Vouchers, amenities and value-adds. Voucher values, eligible items, redemption venues and expiry are as disclosed at booking or on the voucher. Lost, damaged or expired vouchers may not be replaced except where required by law. Amenities and seasonal value-adds may be replaced with a reasonable equivalent if unavailable.

Late checkout and upgrades. Any late checkout or room upgrade described as subject to availability is not guaranteed at booking and must be confirmed by the property. If unavailable, no refund or cash alternative is due solely for that

conditional benefit.

Third-party experiences. Third-party activities, transport and tickets are subject to the supplier's availability, operating rules and lawful terms. Guests must meet any age, health, mobility, clothing, equipment and safety requirements. Premier remains responsible for its own obligations and does not exclude liability that cannot lawfully be excluded.

Changes to included services. Premier may make a reasonable change to a service time, menu, venue, amenity or activity for safety, weather, supplier or operational reasons. If a material confirmed inclusion cannot be delivered, Premier will offer a reasonable equivalent, price adjustment, rescheduling option or other remedy appropriate under the circumstances and applicable law.

Guest responsibilities. Guests must provide accurate booking information, comply with reasonable property and supplier rules, safeguard issued vouchers or room keys, supervise children, and pay for extras, loss or damage for which they are legally responsible.

Payment and guarantee. The deposit, prepayment, credit approval or card guarantee required for the booking will be disclosed before confirmation. A booking may be released if the stated requirement is not met by the deadline, subject to applicable law and any written extension.

Amendments. Date, property, room, occupancy, delegate-number or programme changes are subject to availability and may result in a revised price. A material change requested by the booker may be treated as a cancellation and new booking where this was disclosed and is reasonable in the circumstances.

Cancellation, no-show and early departure. The cancellation and no-show policy disclosed in the booking confirmation or accepted proposal applies. Where the Consumer Protection Act or other applicable law applies, any cancellation charge will be reasonable, taking account of the nature of the booking, notice given, the reasonable possibility of reselling the services and relevant industry practice. Early departures may be charged in accordance with the disclosed policy and applicable law.

Events beyond reasonable control. Where performance is prevented or materially affected by circumstances beyond reasonable control, the parties will act reasonably to reschedule, substitute or adjust the affected services. Refunds, credits or cancellation charges will be determined by the booking circumstances, recoverable supplier costs, the accepted agreement and applicable law.

Privacy. Personal information supplied for bookings, dietary needs, celebrations or activities will be processed for reservation and service-delivery purposes in accordance with Premier Hotels & Resorts' privacy notice and applicable data-protection law.

Agent commission. Where a package is commissionable, commission is payable only to an eligible agent in accordance with the applicable written agent agreement. Commissionability does not create an additional guest discount or cash entitlement.

Errors and conflicting documents. Obvious errors may be corrected before booking confirmation. For consumer bookings, the description and price disclosed and accepted at confirmation apply, together with these terms. For negotiated corporate, group, conference or incentive business, the signed proposal or agreement controls transaction-specific payment, cancellation, attrition and programme terms. No document limits rights that cannot lawfully be limited.

Governing law and assistance. These terms are governed by the laws of the Republic of South Africa. Questions or complaints should first be directed to the participating property or the booking channel shown on the confirmation so that Premier can attempt to resolve the matter promptly.

Leisure Segment

Celebrations

“Your special moment. Sorted.”

Rate basis: Dynamic package rate; no minimum length of stay

Validity: 10 August 2026 to 28 February 2027

Core package inclusions

Accommodation - no minimum length of stay

Welcome amenity

Personalised card

Dinner voucher

Late checkout

Breakfast

Package-specific terms

Eligibility and rate. The package may be booked for one or more nights and is dynamically priced according to property, dates, room type and occupancy.

Celebration details. The booker must provide the occasion, recipient name and card message at least 48 hours before arrival unless the property agrees to a shorter lead time. Messages must be lawful and suitable for guest-facing use.

Personalised card and amenity. The card design and welcome amenity vary by property and availability. The property may provide a reasonable equivalent if the intended item is unavailable or unsuitable because of an allergy or other disclosed requirement.

Dinner voucher. The voucher value, eligible menu items, outlet, booking requirement and expiry will be disclosed at booking or on the voucher. It is not redeemable for cash; any spend above its value is for the guest's account, and unused value is not refunded.

Dining reservations. Restaurant seating and preferred dining times are subject to availability. The guest should reserve the dining time in advance where requested by the property.

Late checkout. Late checkout is subject to availability and business levels on the departure date and must be confirmed by the property.

Booking confirmation: The property must confirm all variable details - including quantities, voucher values, allowances, service times, room type, occupancy and any property-specific value-adds - before the booking is accepted.