

## TERMS AND CONDITIONS

### Saragossa Tourism Operations (Pty) Ltd. & Jens Demmler t/a Twin Thorns Guesthouse



#### BOOKINGS AND PAYMENTS

##### **Bookings and Deposit Policy**

Bookings and reservations can be made via our website, email, phone call or one of many online platforms. A deposit can be made via EFT or Credit Card, depending on the booking method.

For all bookings a minimum of 50% deposit is required within 10 days of making a reservation. Please note that a reservation is not confirmed or secured until this deposit requirement has been met. Saragossa reserves the right to automatically release any accommodation being held where the required deposit has not been received within the stated period.

The balance of the accommodation, all transfers and booked services must be paid in advance and in full no later than 45 days prior to the guest's arrival. Saragossa reserves the right to cancel the booking should payment not be received. If a booking is made less than 45 days prior full payment is required.

##### **Cancellation Policy**

Current – 90 days prior to arrival a 25% cancellation fee will apply 89 – 45 days prior to arrival a 50% cancellation fee will apply 44 – 0 days prior to arrival a 100% cancellation fee will apply This is valid with the exception of the Christmas period (15<sup>th</sup> December to 15<sup>th</sup> January) when all bookings confirmed in writing will be in full cancellation. Our cancellation policy is applicable regardless of whether payments have or have not been received.

##### **Travel cancellation insurance**

In the unlikely event of cancellation of a booking, your travel insurance might cover our Cancellation Terms and Conditions.

##### **Cancelled or delayed flights**

In the event of any flight delays or cancellations (our third-party operators are governed by aviation regulatory authorities), Saragossa is in no way responsible for any loss whatsoever, sustained by you or your party. Please ensure adequate travel insurance is taken out to cover all such eventualities.

##### **Payment Options and Pricing**

All rates are in South African Rands (ZAR) and include VAT. All transactions will be processed in South African Rands (ZAR). Payments to Saragossa Game Reserve shall be at rates specified in the Rates Schedule, or as agreed in writing from time to time. Credit arrangements are on application only. Where no credit facility exists, all reservations shall be settled on a pre-payment basis. On departure all guests will be required to settle their accounts for extras, telephone calls, beverages, laundry, etc. This can be done by credit card or local currency notes.

##### **Credit Card Payments**

We accept MasterCard, American Express and Visa credit cards. If you do not have a credit card please utilise one of the other payment options.

##### **Bank Transfer**

In case you do not own a credit card or do not wish to use it, please send us an e-mail to [reservations@saragossa.co.za](mailto:reservations@saragossa.co.za). We will then send you our banking details for you to be able to make a deposit via bank transfer.

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#### **Delivery Policy**

When you make a booking with us legal obligations arise and your right to refund of monies charged to your credit card or paid in any other way agreed by us, are limited by our terms & conditions. You must not make any booking unless you understand and agree all our terms and conditions. Once payment is made for the booking, it is deemed that you have read and understood the terms and conditions for it. If you have any queries please contact us before making any booking.

#### **Disclosure of outlet country at time of payment**

Standard Bank South Africa

#### **GENERAL**

##### **Children Policy**

At Saragossa Game Lodge children aged 14 and above are welcome. At Twin Thorns Guesthouse all children are welcome.

##### **Responsibility**

All properties within Saragossa Game Reserve shall not be held responsible for any damage to or loss of any property whether belonging to the client or any of the guests, nor shall Saragossa Game Reserve be responsible for any personal injury which may be sustained by any guests or by any directors, servants or agents of the client, whether such damage or personal injury be caused by, or arise from the negligence of Saragossa Game Reserve or its employees or otherwise. The client hereby indemnifies Saragossa Game Reserve and all its directors, servants or agents of the client in respect of such personal injury, loss or damage.

##### **Law**

All terms and conditions, whether general or special, shall be interpreted and take effect according to the laws of South Africa. The Courts of South Africa shall have sole jurisdiction in respect of any claims which may arise between the client and Saragossa Game Reserve.

##### **Updating of these Terms and Conditions**

We reserve the right to change, modify, add to or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this Website. It is the User's obligation to periodically check these Terms and Conditions at the Website for changes or updates. The User's continued use of this Website following the posting of changes or updates will be considered notice of the User's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.

##### **Consent**

I understand that by making a booking I accept these terms and conditions and understand the legal implications thereof. Should I be found to be in violation of this agreement I understand that I will be held liable for all legal costs incurred by Saragossa Tourism Operations (Pty) Ltd. And Jens Demmler t/a Twin Thorns Guesthouse for any legal action deemed necessary against me.