

# TERMS AND CONDITIONS

**DUNNING COUNTRY HOUSE** reserves the right to stipulate a minimum stay period. One-night bookings are not generally accepted but may be made at the discretion of **Dunning Country House** reservations staff.



**To make a reservation please provide the following information:**

- Name and Surname (Copy of ID required by law)
- Nationality
- Arrival and departure dates. Approximate time of arrival.
- Any special dietary requirements or special requests
- Mobile contact number
- Room/cottage required – double / twin or single beds?

**Guest arrival & departure times.**

- Check out at 10H00
- Check in at 14H00 (Early/Late evening arrivals to be arranged with management).
- Neglecting to book out after 10h00 will be charged an extra night's stay unless arranged with management.

## GENERAL DEPOSIT POLICY

A 50% deposit is required to secure your booking and is non-refundable.

The 50% deposit is required within 72 hours of making a reservation, unless a booking is made within 30 days prior to the scheduled date of arrival in which case full payment is required to secure the reservation.

The balance for your invoice is due 30 days prior to arrival and our cancellation policy is applicable for cancellations that take place within this time frame.

Management reserves the right to cancel your booking if the balance is not paid as specified. Management undertakes to communicate with the guest before taking this step.

Should we receive confirmed bookings against provisional space, we do reserve the right to contact you to request releasing of rooms and we will require a response within 24 hours, or the rooms will be automatically released.

All other extras must be settled with **Dunning Country House** prior to departure.

**DUNNING COUNTRY HOUSE** reserves the right, without notice to the company/guest/ group /independent traveler (guest) to release any accommodation held where the required deposit has not been paid in full within the stated period.

## PAYMENT & CANCELLATION POLICY

- 50% payment must be made within 72 hours of making reservation
- Bookings will only be confirmed once proof of payment has been received. Proof of payment to be emailed to **info@dunning.co.za**
- Cancellations 0 to 14 days prior to arrival forfeit 100% of the payment made
- Cancellations 14 to 30 days prior to arrival forfeit 100% of the deposit amount and 50% of balance paid.
- All rates are subject to change without prior notification.