



Special Tour Operator Conditions

Please note due to the nature of tours been booked and cancelled, we accept all provisional bookings. You will be informed of a double booking, in which case we will need a confirmed number of rooms which you will be responsible for.

GROUPS (5 ROOMS OR MORE) - PRE-PAYMENT/DEPOSIT

At least 60 days prior to arrival date - 50% of the total DBB portion for the period booked
At least 30 days prior to arrival date - 100% of the total DBB portion for the period booked

CANCELLATION (Including number of rooms decreased)

1. Pre-payments are not refundable under any circumstances if the cancellation occurs within 21 days prior to arrival date
2. We reserve the right to retain the pre-payment as a cancellation fee, should we be unable to resell the rooms
3. In the event of premature departures, we will be obliged to charge for the full extent of the pre-booked stay
4. If cancellation occurs within:
 - I. 59 days prior of the arrival date, 10% deposit becomes non-refundable
 - II. 30-15 days prior to arrival date, 50% of the total for the period booked will be charged
 - III. 14-0 days prior to arrival date, 100% of the total for the period booked will be charged

DISCOUNT FOR EXTRA LOCAL TOUR GUIDES AND DRIVERS

GROUPS - 10 rooms or more - one complimentary Twin room on a DBB basis for every 10 rooms booked. Note that drivers and guides need to be included in the number of guests staying.

PLEASE SIGN AND RETURN VIA FAX AS A CONFIRMATION OF ACCEPTANCE OF THE ABOVE CONDITIONS

Signed on behalf of Company

Name

Who warrants due authority by the Company and acknowledges having read the terms and conditions listed above & agreed thereto:

Designation _____ Date _____

Signature _____

Tel _____ Fax _____

Email _____

Tel 022 921 2221/2 Fax 022 921 2704 / 086 523 8415 Email info@citrusdallodge.co.za Web www.citrusdallodge.co.za

Address 66 Voortrekker Road / PO Box 37, Citrusdal, 7340 Reg No CK 2003/073813/23 VAT No 4360208807