



CITRUSDAL COUNTRY LODGE

• ACCOMMODATION & CONFERENCE CENTRE •

CITRUSDAL COUNTRY LODGE

BOOKING, DEPOSIT & CANCELLATION POLICY

Effective from: 1 September 2026

1. RESERVATIONS

All accommodation reservations are subject to availability and the terms and conditions contained in this policy.

A reservation is considered **provisional** until the required deposit or payment has been received and the booking has been confirmed in writing by Citrusdal Country Lodge.

The Lodge reserves the right to release a provisional reservation if the required payment is not received by the stipulated due date.

Guests are responsible for checking their booking confirmation and immediately notifying the Lodge of any errors in dates, room types, number of guests or other booking details.

2. CHECK-IN AND CHECK-OUT

Check-in: From 14:00

Check-out: By 10:00

Early check-in and late check-out are subject to availability and may incur an additional charge.

Guests requiring an arrival outside normal reception hours should make prior arrangements with the Lodge.

The Lodge cannot guarantee early check-in unless this has been arranged and confirmed in advance.

3. STANDARD INDIVIDUAL BOOKINGS

For standard individual accommodation bookings:

- A **50% deposit of the total accommodation value** is required to secure the reservation.
- The remaining **50% balance is payable 7 days prior to arrival**.
- The booking will only be regarded as confirmed once the required deposit has been received and acknowledged by the Lodge.
- If a booking is made **7 days or less before arrival**, the **full amount is payable at the time of booking**.
- If the required payment is not received by the applicable due date, the Lodge reserves the right to cancel and release the reservation.

These payment arrangements are consistent with payment structures used by South African accommodation establishments.

4. LONG-STAY BOOKINGS

For accommodation bookings of **7 nights or longer**, the Lodge may require different payment arrangements depending on the length and value of the stay.

Unless otherwise agreed in writing:

- 50% deposit is required to confirm the reservation.
- The balance is payable 14 days prior to arrival.
- For stays exceeding 14 nights, the Lodge may require staged payments.

Special rates negotiated for long stays may be subject to separate cancellation and payment conditions.

5. CANCELLATION POLICY – INDIVIDUAL BOOKINGS

All cancellations must be made **in writing** by email or another written communication accepted by the Lodge.

The cancellation date will be the date on which written cancellation is received by the Lodge.

Guests should request and retain written confirmation from the Lodge that the cancellation has been received.

The following cancellation charges will apply:

Cancellation received	Cancellation charge
22 days or more before arrival	No cancellation charge
15–21 days before arrival	25% of total booking
8–14 days before arrival	50% of total booking
1–7 days before arrival	100% of total booking
No-show	100% of total booking
Cancellation after check-in / early departure	100% of remaining booked accommodation

Where a booking has been secured by a 50% deposit, the applicable cancellation charge will first be deducted from the deposit already paid. If the cancellation charge exceeds the deposit, the balance remains payable by the guest.

The Lodge will make reasonable efforts to re-sell cancelled accommodation. Where accommodation is successfully re-sold, management may, at its discretion, reduce or waive the applicable cancellation charge, taking into consideration the costs incurred and the period of notice provided.

This approach is intended to ensure that cancellation charges remain reasonable in relation to the notice period and the Lodge's opportunity to re-sell the accommodation.

6. NO-SHOWS

A **no-show** occurs where a guest does not arrive on the scheduled arrival date and has not cancelled the reservation in accordance with this policy.

In the event of a no-show:

- The Lodge may charge **100% of the total reservation value**.
- The room may be released for the remainder of the reservation.
- No refund will be payable.

Where a guest has advised the Lodge of a delayed arrival in advance, the reservation will be retained subject to the agreed arrangements.

7. EARLY DEPARTURES

If a guest checks out before the confirmed departure date, the Lodge reserves the right to charge for the **full original booking**, including nights not utilised.

Any refund or waiver of charges for unused nights will be entirely at management's discretion, taking into account the circumstances and the possibility of re-selling the accommodation.

8. GROUP BOOKINGS

A group booking is defined as a reservation involving **5 or more rooms** or a booking where rooms are reserved for a group, tour, sporting team, school, company or other organised party.

For group bookings:

- A **50% deposit** is required to confirm the booking.
- The final rooming list must be supplied by the agreed deadline.
- The full outstanding balance is payable **14 days prior to arrival**, unless otherwise agreed in writing.
- Any additional charges incurred during the stay are payable before departure.

Group cancellation charges

Cancellation received	Cancellation charge
30+ days before arrival	No cancellation charge
15–29 days before arrival	50% of total booking
8–14 days before arrival	75% of total booking
0–7 days before arrival	100% of total booking
No-show	100% of total booking

For exceptionally large groups, conferences, sporting events, school groups or bookings involving a substantial number of rooms, the Lodge may apply a separate written contract with specific payment and cancellation conditions.

9. SCHOOL, SPORTING & SPECIAL GROUP BOOKINGS

School groups, sporting teams, youth groups and similar organised bookings may be subject to special rates and conditions.

Because these bookings can involve a large number of rooms being blocked for a particular period, the Lodge reserves the right to require:

- A higher deposit;
- Earlier final payment;
- A signed booking agreement;
- A final rooming list;
- A minimum number of rooms or guests;
- A separate cancellation schedule.

The applicable terms will be confirmed in writing at the time of booking.

10. WEDDINGS, FUNCTIONS & EVENTS

Wedding, function, conference and event bookings are subject to separate terms and conditions.

Unless a separate written agreement states otherwise:

- A non-refundable booking deposit will be required to secure the venue/date.
- Further staged payments may be required.
- Final guest numbers must be confirmed by the agreed deadline.
- Full payment must be received before the event.
- Cancellation charges will depend on the date of cancellation and the costs already incurred by the Lodge.

A separate written quotation and booking agreement will take precedence over the standard accommodation cancellation policy where applicable.

11. THIRD-PARTY BOOKING SITES & TRAVEL AGENTS

Bookings made through third-party websites, online travel agencies, tour operators or travel agents are subject to the payment and cancellation conditions displayed at the time of booking.

Where the third party's conditions differ from the Lodge's direct booking conditions, the terms accepted by the guest at the time of booking through that third party may apply.

Guests wishing to amend or cancel such reservations may be required to do so directly through the relevant booking platform or agent.

12. SPECIAL / NON-REFUNDABLE RATES

Certain promotional, discounted or special rates may be offered on a **non-refundable basis**.

Where a rate is non-refundable, this will be clearly communicated to the guest before the booking is confirmed.

Non-refundable rates cannot normally be cancelled, amended or refunded.

13. PAYMENT METHODS

The Lodge accepts payment by the methods communicated at the time of booking.

Where payment is made by EFT:

- Proof of payment should be sent to the Lodge.
- Payment must reflect in the Lodge's bank account by the applicable payment deadline.
- A booking is not considered secured merely because proof of payment has been sent if the funds have not been received and the Lodge has not otherwise confirmed the booking.

Guests should use their booking reference as the payment reference where requested.

14. CARD PAYMENTS

Where payment is made by credit or debit card, the cardholder may be required to present the card and valid identification at check-in.

The Lodge reserves the right to request a valid credit/debit card as a guarantee against additional charges, damages or unpaid amounts.

Any applicable card-processing or transaction charges will be communicated to the guest before payment.

15. ADDITIONAL CHARGES

The guest remains responsible for all additional charges incurred during the stay, including but not limited to:

- Restaurant and bar charges;
- Room service;
- Laundry;
- Damage to hotel property;
- Lost keys or other hotel property;
- Excessive cleaning;
- Telephone or other communication charges;
- Any other services requested by the guest.
- Smoking Fine of R500 for not adhering to NON Smoking Policy

Additional charges are payable before departure unless a prior credit arrangement has been approved by management.

16. DAMAGE TO HOTEL PROPERTY

Guests are responsible for damage, loss or breakage caused by themselves or members of their party.

The Lodge reserves the right to charge the guest for the reasonable cost of repairing or replacing damaged property.

Where appropriate, these charges may be processed against a card guarantee or invoiced to the guest after departure.

Normal wear and tear will not be charged.

17. CHANGES TO A RESERVATION

Requests to change arrival dates, departure dates, room types or the number of guests are subject to availability.

A change to the dates of a reservation may be treated as a cancellation and rebooking where the change results in the Lodge losing the opportunity to sell the originally reserved accommodation.

Any rate difference resulting from a change in dates or room type will be payable by the guest.

The Lodge will make reasonable efforts to accommodate changes where possible.

18. REDUCTION IN NUMBER OF ROOMS

For group bookings, reducing the number of rooms after confirmation may be treated as a partial cancellation.

Cancellation charges may therefore apply to rooms removed from the booking according to the applicable cancellation schedule.

The Lodge reserves the right to amend the cancellation conditions for substantial reductions in room numbers.

19. FORCE MAJEURE & UNFORESEEN EVENTS

The Lodge will make reasonable efforts to assist guests affected by circumstances beyond their reasonable control.

Such circumstances may include natural disasters, government restrictions, road closures, major infrastructure failures or other events that materially prevent the Lodge from providing accommodation.

Where the Lodge is unable to provide the accommodation because of such circumstances, management will communicate the available options to the guest.

Where a guest is unable to travel because of personal circumstances, illness, transport problems or other reasons, the normal cancellation policy will generally apply.

Guests are encouraged to obtain appropriate travel insurance.

20. ILLNESS, HOSPITALISATION OR DEATH

The Lodge will deal sensitively with cancellations resulting from serious circumstances.

Where applicable, guests should provide reasonable supporting documentation.

Nothing in this policy is intended to exclude or limit any rights that a consumer may have under applicable South African law.

In particular, the Consumer Protection Act provides specific protection where a consumer is unable to honour an advance booking because of the **death or hospitalisation of the person for whom the booking was made.**

21. REFUNDS

Where a refund is due:

- Refunds will be processed to the original payer where reasonably possible.
- EFT refunds may require the guest to provide verified banking details.
- Refund processing may take several business days.
- Any amount legitimately deducted in accordance with this policy will not be refunded.

Refunds are subject to the applicable cancellation terms and any specific conditions attached to the booking.

22. MANAGEMENT DISCRETION

Citrusdal Country Lodge reserves the right to consider individual circumstances and may, at its discretion, reduce or waive cancellation charges.

Any exception granted by management is considered a goodwill gesture and does not create an obligation to provide the same exception in future cases.

23. RATES

All rates quoted by Citrusdal Country Lodge are subject to the terms stated on the quotation or booking confirmation.

Rates may vary according to:

- Season;
- Room type;
- Number of guests;
- Length of stay;
- Special promotions;
- Group size;

- Functions or events;
- Other agreed arrangements.

A quotation does not constitute a confirmed reservation until the required payment has been received and the booking has been confirmed.

24. BOOKING CONFIRMATION

A booking confirmation issued by Citrusdal Country Lodge will constitute confirmation of the agreed:

- Guest name;
- Arrival date;
- Departure date;
- Number of guests;
- Number and type of rooms;
- Rate;
- Included meals/services;
- Deposit required;
- Payment due dates;
- Applicable cancellation conditions.

The guest is responsible for checking the confirmation and notifying the Lodge immediately of any discrepancies.

25. ACCEPTANCE OF TERMS

Payment of a deposit or full amount, or confirmation of a reservation by the guest, constitutes acceptance of the applicable booking terms and conditions.

By making a reservation, the guest confirms that they have read and understood the applicable payment and cancellation conditions.

QUICK REFERENCE FOR RECEPTION

STANDARD BOOKING

50% deposit → Booking confirmed

Balance → 7 days before arrival

Booking within 7 days → 100% payment

Cancellation 22+ days → No charge

Cancellation 15–21 days → 25%

Cancellation 8–14 days → 50%

Cancellation 1–7 days → 100%

No-show → 100%

Early departure → 100% of original booking

Check-in → 14:00

Check-out → 10:00