

HH

HUNTER HOTELS

SINCE 1989

GORAH ELEPHANT CAMP TSALA TREETOP LODGE HUNTER'S COUNTRY HOUSE

BOOKING TERMS & CONDITIONS

2024 - 2025

FIT BOOKING POLICY: TERMS & BOOKING CONDITIONS

All rates include 15 % VAT are quoted in ZAR (South African Rands) and are subject to change at HH discretion.

Rates at Tsala Treetop Lodge and Hunter's Country House are quoted on an accommodation & breakfast basis, plus Tourism Levy of R70 per person per night.

Rates at Gorah Elephant Camp are quoted on a full board and activities basis and exclude South African National Park's entrance fee of R300 per person per night, plus Tourism Levy of R70 per person per night.

Hunter Hotels cannot guarantee rates until the booking is confirmed.

All reservations require a 25% deposit upon confirmation of the booking to be paid within 7 days.

Hunter Hotels reserves the right to cancel any booking should this payment not be received.

Final payment is required 30 days prior to guest arrival, again Hunter Hotels reserves the right to cancel the booking should this payment not be received.

For any reservations made inside 30 days of arrival full payment is required upon confirmation

All requests, confirmations and cancellations only valid if in writing.

Provisional reservations will only be held for a maximum of 14 days as stated on the provisional confirmation, thereafter the booking will automatically be released.

While bookings of 1 night are welcomed, we strongly recommend that all bookings at any of the Hunter Hotels properties be a minimum of 2 nights.

Check-out time is 11:00 and Check-in time is 14:00

Hunter Hotels maintains a no pets policy at all properties

All rooms and suites at all Hunter Hotels properties are non-smoking.

Child policy at Tsala Treetop Lodge and Gorah Elephant Camp : children + 10 yrs are welcome

Child policy at Hunter's Country House : children of all ages are welcome

Room configurations for children sharing with their parents arranged at time of reservation

VISA, Mastercard and American Express are welcomed, we regret no Diner's Club Cards accepted

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HUNTER HOTELS REG : 1996/001478/07 VAT: 4620121725
DIRECTORS : IC HUNTER (CEO) RM HUNTER JS HUNTER

FIT CANCELLATION POLICY

Tsala Treetop Lodge and Hunter's Country House : the cancellation fee is a percentage of the quoted full accommodation & breakfast charge, excludes Tourism levy.

Gorah Elephant Camp : the cancellation fee is a percentage of the quoted full board and activities charge, but excludes South African National Parks entry fee and Tourism levy.

STANDARD CANCELLATION POLICY: 18 December 2024 – 17 December 2025

Up to 31 days prior to arrival	: 0%	of the total cost of the stay will be due
30 to 16 days prior to arrival	: 25%	of the total cost of the stay will be due
15 to 8 days prior to arrival	: 75%	of the total cost of the stay will be due
7 to 0 days prior to arrival	: 95%	of the total cost of the stay will be due

Peak Season cancellations (17 December to 10 January annually) within 45 days of arrival will result in 95% of the total cost of the stay being withheld.

All cancellations will ONLY be validated if received in writing and by Hunter Hotels Reservations. Receipt of your deposit or pre-payment assumes unconditional agreement to our terms.

GROUPS & CONFERENCES: TERMS & BOOKING CONDITIONS

Group bookings are reservations of more 4 rooms or more at Tsala and Gorah and 8 rooms or more at Hunter's.

All rates include 15 % VAT are quoted in ZAR (South African Rands) and are subject to change at HH discretion

Rates exclude SANParks entrance fee at Gorah Elephant Camp R300 pp per day and Tourism Levy of R70 pp per day.

All group reservations require pre-payment 60 days prior to day of arrival of guests. Hunter Hotels reserves the right to cancel the booking should this payment not be received.

All requests, confirmations and cancellations only valid if in writing.

Provisional bookings will only be held for a maximum of 14 days; thereafter the booking will automatically be released.

50% deposit is paid on confirmation and 50% paid 60 days prior to day of arrival.

Should the reservation be made less than 60 days prior the day of arrival, full pre-payment is required upon confirmation. Hunter Hotels reserves the right to cancel the booking should payment not be received.

Only extras may be settled on departure.

Rates are not guaranteed until the booking is confirmed.

Group bookings of under 2 nights are only accommodated by special arrangement.

Check-out time is 11:00 and Check-in time is 14:00

Hunter Hotels maintains a no pets policy at all properties

All rooms and suites at all Hunter Hotels properties are non-smoking.

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Child policy at Hunter's Country House : children of all ages are welcome

Room configurations for children sharing with their parents arranged at time of reservation

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GROUPS & CONFERENCES CANCELLATION POLICY

Tsala Treetop Lodge and Hunter's Country House : the cancellation fee is a percentage of the quoted full accommodation & breakfast charge, excludes Tourism levy.

Gorah Elephant Camp : the cancellation fee is a percentage of the quoted full board and activities charge, but excludes South African National Parks entry fee and Tourism levy.

STANDARD GROUP CANCELLATION POLICY : 18 December 2024 – 17 December 2025

Up to 90 days prior to arrival : 10% of the total cost of the stay will be due

89 to 61 days prior to arrival : 50% of the total cost of the stay will be due

60 to 0 days prior to arrival : 90% of the total cost of the stay will be due

All cancellations will ONLY be validated if received in writing and by Hunter Hotels Reservations. Receipt of your deposit or pre-payment assumes unconditional agreement to our terms.

Regret no groups are accommodated during Peak Season : 17 December – 11 January each year