

# FIT STO RATE AGREEMENT

## Terms and Conditions

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1. The Laws of the Republic of South Africa shall in all respects govern this agreement.

2. Lion Roars reserves the right to amend rates & terms without prior notice.

3. Rates are in South African Rand and include VAT.

4. No Tourism Levy is charged at present.

**5. Reservations Procedure:**

- All Reservations must be placed in writing with Lion Roars Central Reservations as follows: (T) +27 (0) 21 424 1530 (E) [reservations@lionroars.com](mailto:reservations@lionroars.com).

**6. Single Rate:**

- Single rates are displayed.
- For Peak Season no single rates are sold.

**7. Rate Inclusions:**

- Accommodation, breakfast, in-room tea and coffee.
- Plett Quarter Apartments: accommodation only.

**8. Rate Exclusions:**

- All drinks, transfers, telephone calls, laundry and any items of a personal nature.
- Parking Fees: Paid parking applies at Kloof Street Hotel, Old Bank Hotel & Plett Quarter Hotel & Apartments. Parking rates are available on request.

**9. Town Lodges & Plett Quarter Apartments**

**Check-In & Out Times:**

- Check-in: 2 pm | Apartments: 3 pm
- Checkout: 10 am

**10. Group Bookings:**

- Group Definition: 10 Rooms or more constitute a group.
- Group bookings will be quoted off BAR.

**11. Guide & Driver Room/s:**

- 1 Complimentary room for the tour leader or guide for every 10 rooms booked per night.

**12. Block Out Dates / Peak Dates:**

- No single rates will be accepted.
- Supplement of R2500 will apply over block out dates, please see block out dates list.

**13. Provisional Bookings:**

- Provisional bookings are held for 14 days only; over peak season it will be held for 7 days only.

**14. Deposit/Payment Policy FIT:**

- 30 Days prior to arrival: 100% Pre-payment. All bookings must be guaranteed with prepayment via a valid credit card or if the Tour Operator has an authorised account with Lion Roars.
- 20 December – 10 January: 20% deposit is required 14 days after the reservation is made to secure the booking.

**15. Cancellation Policy:**

**Town Lodges & Plett Quarter Apartments**

- 29–15 days before arrival: 50%
- 14–01 days before arrival: 100%
- No Show: 100%

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Signature:

Date: