



Bed and Breakfast

### **TERMS AND CONDITIONS 2017**

1. Kwalala Lodge retains the right to change rate percentage per annum, re-allocate rooms if a block booking occurs without prior notification.
2. Should a guest wish to peg the price for the future booking, full payment of the booking within 10 days will secure the booked price, provided there are no changes in the future.
3. No cheques are accepted.
4. Bank guaranteed cheques are accepted only with prior arrangement.
5. We do accept credit card payments;  
Master Card  
Visa Card  
Debit Card
6. Payment can be done via internet/ Direct Deposit  
Beneficiary Name: Kwalala Trust  
Beneficiary Reference: (your name)  
Bank Name: Nedbank, Pongola Branch  
Account number: 1096406624  
Branch code: 102005  
Reference: (your name)

To secure your booking:

Email a copy of transaction to: [kwalala.lodge@gmail.com](mailto:kwalala.lodge@gmail.com) or [reservation@kwalalalodge.co.za](mailto:reservation@kwalalalodge.co.za) to ensure that payment can be identified on our bank statement. Without the payment slip, payment cannot be linked with the entry on our bank statement. Make sure to insert a contact number for our reference.

7. Cancellations:  
Cancel within 24 hours – 50%  
Cancel before 12h00 on check in day – 100%  
No cancellation or no show – 100% charge.

#### 8. Bookings /Reservations:

Please note, if your booking was done for single occupation and two people actually occupies the room, you will be charged the difference. No smoking in the rooms, toilets or in the restaurant and bar area is allowed. No barbeque facilities available. No pets allowed. Mini Bar fridges in the rooms are not included in the rate. Guests to settle Mini Bar before departure.

#### **Contact and reservations**

**Janine Olivier**

**Kwalala Lodge**

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**South Africa**

**+27 (0)82 558 38 40**

**[Kwalala.lodge@gmail.com](mailto:Kwalala.lodge@gmail.com)**