



**BED AND BREAKFAST**

## **TERMS AND CONDITIONS 2018**

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 arrangements.
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: Kwalala Lodge
  - Bank Name: FNB, Pongola Branch
  - Account Number: 627 345 691 08
  - Branch Code: 270 124
  - 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 can not be linked with the entry on our bank statement. Make sure to insert contact number for our reference.

7. Cancellations:
  - Cancel within 24 hours – 50%
  - Cancel before 12h00 on check in day – 100%
  - No cancelation or no show – 100% charge.
8. Bookings / Reservations:

Please note, if your booking was done for single occupation and two people 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**

**MR EDWARD NGWENYA**

**Kwalala lodge**

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**South Africa**

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