

## **Deposit, Cancellation & Refund policy**

### **ROOM RATES**

All rates are subject to change without notice.

All rates are per Person Sharing per night.

All B & B rates include a Full English / Continental breakfast.

All rates include **15%** VAT. Should there be an increase, we reserve the right to increase the rates accordingly.

These rates do not include a Tourism Levy of R 10.00 per night per room.

All rates are quoted in South African Rands.

### **BOOKING PROCEDURES & TERMS of CONDITION**

Reservations are gladly accepted via telephone, in writing via mail, fax or e-mail and all require 50% of the total stay to be paid to secure the booking.

All Bookings are subject to availability.

Final confirmation of booking is only made on receipt of the above mentioned deposit.

Should a deposit not be received as requested, the hotel reserves the right to automatically cancel the booking without any verbal or written notice.

Guest making such deposits must complete and sign our credit card debit authorisation form which will be forwarded to you upon request.

St James Management reserve the right to change the type of room booked if so required. In all such instances room rates charged will be adjusted to the applicable rate at time of occupation.

### **CANCELLATIONS & REFUNDS**

Should you for any reason wish to cancel your booking you must advise us **in writing** of your cancellation in order to be eligible for a possible refund of the deposit made.

Please note - NO verbal cancellations will be accepted. All cancellations are to be faxed / e-mailed directly to the hotel.

We have the following cancelation policy:

- If a reservation is **cancelled 7 days or less prior to date of arrival**, 100 % of the value of the total stay is payable.
- If a reservation is **cancelled less than 30 days prior to date of arrival**, 50 % of the value of the total stay is payable.
- If a reservation is **cancelled less than 60 days prior to date of arrival**, 25 % of the value of the total stay is payable

- The full extent of the stay will be charged for in the event of a **premature departure**. This is not dependent on the hotel's occupancy level. Guests are advised to take out travel insurance.

## **PAYMENT OPTIONS**

### **Credit Card**

We accept MasterCard, Visa and AMEX credit cards.

### **EFT (Electronic Fund Transfer) or Direct Deposits**

Please contact The St James of Knysna reservations desk for our bank details

### **Security Policy**

1. Virtual Card Services process all credit card transactions. All credit card transactions are 128 bit Secure Socket Layers (SSL) encrypted. The company registration documents and the site's registered domain name are checked and verified by Thawte, ensuring the cardholder and merchant that nobody can impersonate VCS to obtain confidential information.
2. Virtual Card Services is committed to providing secure online services. All encryption complies with international standards. Encryption is used to protect the transmission of personal information when completing online transactions. Virtual Card Services Internet servers are protected by firewalls and intrusion detection systems.
3. The Merchant does not have access to credit details.
4. Virtual Card Services continually reviews and enhances its security in line with technological changes.

## **PLEASE REFER TO THE TERMS AND CONDITIONS PAGE FOR THE FULL TERMS AND CONDITIONS APPLICABLE**

### **Law**

The Conditions will be exclusively governed by and construed in accordance with the laws of South Africa whose Courts will have exclusive jurisdiction in any dispute, save that we have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions.

### **Updating of these Terms and Conditions**

We reserve the right to change, modify, add to or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this Website. It is the User's obligation to periodically check these Terms and Conditions at the Website for changes or updates. The User's continued use of this Website following the posting of changes or updates will be considered notice of the User's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.

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