



## LEEU COLLECTION SOUTH AFRICA TERMS & CONDITIONS



### INDIVIDUAL

#### **Low Season (01 May - 31 August)**

##### *Deposit and cancellation policy*

- 50% of the total accommodation is due within 7 days of confirming the reservation. The balance is due 14 days prior to arrival.
- Cancellations made 14 days or more prior to arrival date forfeit 10% of the total deposit paid. The balance will be refunded. Alternatively, the full deposit can be kept as a credit toward a future stay.
- Cancellations made 13 days or less prior to arrival date forfeit 100% of the total accommodation price.
- No show or premature departures forfeit 100% of the total accommodation price.

#### **High Season (01 March 30 April & 01 September 19 December)**

##### *Deposit and cancellation policy*

- 50% of the total accommodation is due within 7 days of confirming the reservation. The balance is due 30 days prior to arrival.
- Cancellations made 30 days or more prior to arrival date forfeit 10% of the total deposit paid. The balance will be refunded. Alternatively, the full deposit can be kept as a credit toward a future stay.
- Cancellations made 29 days or less prior to arrival date forfeit 100% of the total accommodation price.
- No show or premature departures forfeit 100% of the total accommodation price.



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### **Peak Season (20 December 28/29 February; excludes “Festive Season” see below**

#### *Deposit and cancellation policy*

- 50% of the total accommodation is due within 7 days of confirming the reservation. The balance is due 60 days prior to arrival.
- Cancellations made 60 days or more prior to arrival date forfeit 10% of the total deposit paid. The balance will be refunded. Alternatively, the full deposit can be kept as a credit toward a future stay.
- Cancellations made 59 days or less prior to arrival date forfeit 100% of the total accommodation price.
- No show or premature departures forfeit 100% of the total accommodation price.
- Please note that we have a minimum two-night stay over our peak season period (20 December 28/29 February)

### **Festive Season (20 December - 10 January)**

#### *Deposit and cancellation policy*

- All bookings are subject to a 20% deposit within 14 days of booking.
- Full balance of prepayment is due by 1 July of the applicable year in which the reservation was made.
- Failure to pre-pay by the due date, will result in a release of inventory on hold without notification. Any payment received up to this point, will be retained as a cancellation.
- Full Non-Refundable pre-payment be required within 7 days for bookings made after 1 July of the applicable year in which the reservation was made.

### **GROUP**

- Applies to group sizes of 8 rooms and more
- Varies subject to the group size and time of year
- Please enquire directly to Reservations for each individual group's terms and conditions