



## The Wilds Lodge

Mpame (Transkei WildCoast)

# BOOKING POLICY

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- Please make reservations with our admin office via email or telephone. Our contact details are on our website ([www.thewilds.co.za](http://www.thewilds.co.za)).
- There is a minimum (6 adult) patron requirement, but under some circumstances, this is amendable. For more information contact our offices.
- A 20% deposit is required to secure your booking and is due within 48 hours following the reservation.
  - Full and final payment is required no later than seven days before the check-in date. The Wilds reserves the right to cancel the booking should payment not be received.
- Provisional bookings are held for three days and automatically released if not confirmed.
- We do not require a refundable breakages/damages deposit; however, the booking person will be held responsible for any breakages and damages.
  - Should patrons be aware of breakages/damages during their stay, they must notify the lodge staff and admin office timeously.
- Please note that last-minute reservations require full payment at the time of booking.
- Accommodation rates are not guaranteed until the booking is confirmed.

## CANCELLATIONS

- Only written cancellations are accepted. Please ensure you receive acknowledgement of cancellation (by way of email) from our admin office.
- The cancellation fee is a percentage of the total accommodation account.
  - Up to 30 days before arrival: 10% cancellation fees
  - 29 - 15 days before arrival: 25% cancellation fees
  - 14 - 5 days before arrival: 45% cancellation fees
  - 4 – 0 days before arrival: 85% cancellation fees

## **PLEASE NOTE:**

- **THE CANCELLATION FEE IS **WAIVED** IN CASES WHERE A RE-BOOKING IS MADE.**

## **Bank Details for payment to be made to:**

**Bank:** CAPITEC BUSINESS BANKING

**Account Type:** Cheque

**Account name:** Sunscape Vacations

**Account number:** 1050894987

**Branch number:** 450105

**Reference:** 'As stated on Quote'