

TERMS & CONDITIONS

PAYMENT POLICY

Full payment must be received by Mirtehof Guest Farm no later than 30 days prior to arrival to secure your accommodation.

Reservations made less than 30 days prior to arrival will require full payment within 48 hours.

Agents: Proof of full payment 30 days prior to arrival to secure booking and commission.

We require proof of payment, if paying by EFT bank transfer, to be e-mailed directly from your banking platform to **info@mirtehof.co.za**

Use **RESERVATION NO & SURNAME** as reference e.g. 2398 Mirtehof

CANCELLATION POLICY

Cancellations must be made in writing, and the conditions of cancellation are as follows:

If Cancelled 30 days or more prior to arrival, 100% is refunded.

If Cancelled 30 days or less prior to arrival date, 100% is forfeited.

No shows: 100% cancellation fees.

No refund will be given for guests who arrive but leave before the completion of their stay.

CHILD POLICY

No children under the age of 12 year allowed

PETS

No pets allowed

SMOKING

No smoking aloud on the property. Designated smoking area allocated. R500 fine if not adhered to.

TRAVEL INSURANCE

Please make sure you have Travel Insurance and that your insurer is well informed about our T&C's.

YOU HEREBY AGREE TO THE FOLLOWING TERMS

Using a secure VCC payment gateway or any other payment method, you accept our T&C's.

Making any payment in any form protects our company & affiliated bank accounts against any charge-back procedure from any Credit Card Company or Bank.

Should there be an increase in rates in accommodation quoted at the time of booking, it is for reasons beyond our control.

New rates/prices must be accepted by the guest/agent.

The booking agent or operator will cover incorrect quotes or charges to the guest.

Provisional bookings will be held for a maximum of 7 days unless an extension has been requested in writing and has been approved.

We require a working mobile number & direct e-mail address for all guests checking in.

Check In: 14H00 Check Out: 10H00

BANKING DETAILS

ACCOUNT NAME: Tradala (Pty) Ltd

BANK NAME: ABSA

ACCOUNT NO: 4090936803

BRANCH CODE: 632005