

FYNBOS GUEST FARM IMPORTANT INFORMATION - Guests please note:-

1. A copy of the payment must be e-mailed to: info@fynbosguestfarm.co.za

CANCELLATION POLICY

2. Bookings cancelled 0 - 14 days before arrival date, forfeit 100% deposit / payment. Any cancellations on the day of arrival will NOT be refunded.
3. Bookings cancelled 15 - 21 days before arrival date, forfeit 90% of deposit / payment. This excludes any commissions deducted through a service provider / agent such as Booking.com; SafariNow; Travelground; Lekkerslaap; Afristay; AirBnB; etc.
4. Bookings cancelled 22-31 days before arrival date, forfeit 75% of deposit. This excludes any commissions deducted through a service provider / agent such as Booking.com; SafariNow; Travelground; Lekkerslaap; Afristay; AirBnB; etc.
5. Bookings cancelled 32 days or more, before arrival will have a minimum of a R250.00 administration fee for any amounts paid that are less than R2,500.00 or a 10% of the total paid for any amounts exceeding R2,500.00, [deducted from any deposit / payment that was made.]
 - This excludes any commissions deducted through a service provider / agent such as Booking.com; SafariNow; Travelground; Lekkerslaap; Afristay; AirBnB; etc.
6. Bookings are unconfirmed until proof of deposit payment has been received.
7. Proof of deposit payment must be received within 48 hours of booking otherwise our electronic system deletes the booking.
8. Bookings require a 100% Payment within 48 hours of booking to secure your reservation unless otherwise agreed by management.
9. If you cancel for any reason during your arrival - the guest will forfeit any deposit/payment made