



STANDARD TERMS & CONDITIONS

1. ABOVE QUOTED RATES ARE:

- In South African Rand (ZAR) per room per night
- Breakfast is included into the rates
- Rates are subject to availability
- Inclusive of 15% VAT and applicable Tourism Levy
- Subject to changes in government taxes/ local levies will be charged extra applicable.
- Peak season: 01 Oct - 31 Dec || 01 Jan - 31 Apr

2. CHECK-IN AND CHECK-OUT

- Check in time is 14h00
- Check-out time is 11h00
- Guaranteed early check in or late check-out will be subject to one full night's bed and breakfast rate

3. PAYMENT POLICY - FIT BUSINESS

Should payment not be received as per stipulated payment policy, the Hotel reserves the right to cancel the reservation

- A 50% deposit is required in order to conform the Reservation
- Balance to be paid on arrival

4. DOMESTIC & INTERNATIONAL GROUPS: 5 ROOMS OR MORE

- 10% Non-Refundable deposit is required 7days from time of booking in order to confirm your reservation. The Hotel has the right to cancel any group bookings if no Deposit Payment has been received to confirm.
- 40% deposit and preliminary rooming list is required 60days prior to arrival date.
- 50% deposit and final rooming list is required 30days prior to arrival date.
- For cancellations, 50% cancellation will be charged 30days prior to arrival
- For cancellations, 100% cancellation will be charged 14days prior to arrival.

DRIVER | GUIDE POLICY

- 1 x Driver | Guide room will be provided free of charge for groups of 10 paying rooms or more
- Driver | Guide details must be included in final rooming list.

5. BANKING DETAILS

Account Name	The Best Western Cape Suites Hotel
Bank	Standard Bank
Branch	Stellenbosch
Branch Code	050610
Account Number	063 168 693
Swift Code	SBZAJJ

- All direct transfer payments should be accompanied by a fax/ email to the Hotel specifying the details of the stay including dates and guest names.
- Credit card payments are accepted by completing our credit card authorization form and including clear copies of the front and back of the credit card and of the credit card holder's Passport or Identification Document.

6. BOOKING PROCEDURES

- Reservations must be made in writing via e-mail
- Reservations made by contracted STO Tour Operators will be deemed as a firm booking and will automatically be subject to the cancellation policy outlined.

CANCELLATION POLICY

Property	Cancellation / Amendment Policy
Applicable to all properties: No verbal cancellations of reservations will be accepted	
The Best Western Cape Suites Hotel	FIT BOOKINGS <u>Winter Cancellation</u> <ul style="list-style-type: none">•No verbal cancellations of reservations will be accepted.•Cancellation - Between thirty days - fourteen days before Arrival Date = 20% Charge.•Cancellation - Between fourteen days - seven days before Arrival Date = 50% Charge.•Cancellation - Less seven days before Arrival Date & No Show = 100% Charge.•No refund will be given to guests leaving prior to departure dates, as this falls within the cancellation window period <u>Peak Cancellation</u> <ul style="list-style-type: none">•No verbal cancellations of reservations will be accepted.•Cancellation - Between thirty days - fourteen days before Arrival Date = 50% Charge.•Cancellation - Less fourteen days before Arrival Date & No Show = 100% Charge.•No refund will be given to guests leaving prior to departure dates, as this falls within the cancellation window period GROUP BOOKINGS <ul style="list-style-type: none">•No verbal cancellations of reservations will be accepted.•Cancellation - Between one hundred and eighty days - sixty one days before Arrival Date = 50% Charge•Cancellation - Between sixty days - thirty one days before Arrival Date = 75% Charge•Cancellation - Between thirty days - sixty one days before Arrival Date = 100% Charge•No refund will be given to guests leaving prior to departure dates, as this is considered a cancellation.

RESERVATIONS:

Best Western Cape Suites
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