

SHUMBA VALLEY LODGE WEBSITE

General Terms & Conditions

Website Terms and Conditions

Shumba Valley Lodge provides information and services via this website subject to the terms and conditions set out herein. By accessing the Shumba Valley Lodge website and using any of the services and information offered, you shall be deemed to have agreed to all the terms and conditions as provided on this website.

Shumba Valley Lodge may at any time modify these terms and conditions and your continued use of the website will be subject to the terms and conditions in force at the time of your use.

Terms and conditions relating to special offers, which are, from time to time, contained elsewhere on the website, shall, to the extent that those terms and conditions conflict with the terms and conditions contained in this Agreement, take precedence over the conflicting provisions of this Agreement.

These Terms & Conditions shall be governed by South African law and the guest submits to the jurisdiction of the South African courts in respect of any issue that may arise.

Use of the Website

The Shumba Valley Lodge reservations feature of this website is provided solely to assist you in determining the availability of travel-related goods and services and to make legitimate reservations. You agree to be financially responsible for any financial transactions made by you on the Shumba Valley Lodge website. Shumba Valley Lodge accepts no liability for any loss or damage to your computer or interception, or use, of your credit card information howsoever caused.

You agree that the reservations facilities of this website shall be used only to make legitimate reservations. You understand that abuse of the reservation facilities of this website may result in you being denied access to such facilities, at the sole discretion of Shumba Valley Lodge.

You warrant that by making a booking on this website, you are over the age of 18 and that all information given by you to Shumba Valley Lodge is true and accurate.

For any reservations or other services for which fees may be charged, you agree to abide by these terms and conditions and that payment of all amounts shall be paid by you when due and that you shall comply with all rules and restrictions regarding rates and charges as well as in respect of the availability of products or services. You shall be completely responsible for all charges, fees, duties, taxes, and assessments arising out of the use of this website.

Content of the Website

Whilst every effort is made to update the information provided on this website, Shumba Valley Lodge accepts no liability for the accuracy, completeness or reliability of any information, data or content.

Shumba Valley Lodge reserves the right at any time to change or discontinue without notice, any aspect, feature or service offered by way of this website.

Reservation Terms & Conditions

General

1. Rates are subject to change without prior notification.

2. Rates are per night sharing on a per person or per room basis, as indicated.
3. All rates include breakfast for guests staying at the hotel.
4. All Rates are nett non-commissionable.
5. Non-Refundable Rates:
 - a. Your reservation will only be guaranteed once a 50% deposit has been received. Please check the Rate Policies and Details when booking, to confirm the payment policy.
 - b. Reservations confirmed on a prepaid rate are subject to 100% cancellation fee should they be modified or cancelled.
 - c. Payment processed by our Payment Switch will secure full payment and debit the credit card used in making the booking.
6. Rates that do not require prepayment:
 - a. Credit card details on the website are required to secure a reservation, and this does not constitute payment.
 - b. There is no charge if you amend or cancel the booking up to 24 hours prior to day of arrival.
 - c. If a reservation, not requiring prepayment, is not cancelled 24 hours prior to day of arrival, the guest is subject to a charge equal to one night's accommodation. This amount will be charged to the guest's credit card.
7. The credit card used to confirm and pay for a reservation is required to be presented on check-in at the hotel.
8. All accommodation provided in terms of any booking made on this website will be subject to the standard Shumba Valley Lodge terms and conditions of residence.
9. Certain special promotions and rates carry their own terms and conditions which apply accordingly.
10. Rates are inclusive of bed and breakfast and SA VAT but exclude the 1% Tourism levy that will be charged.
11. By ticking the Terms and Conditions, the customer signifies and accepts all terms and conditions contained in this Website.

Check-in Policy

Check-in from 2:00PM Check-out by 10:00AM

Children Policy

Children older than 12 years are fully charged. Children aged 6-12 stay for free but are charged R75 for breakfast. Children 6 years and younger, when sharing a family room with 2 adults, stay and eat breakfast free.

Pets Policy

Pets are not allowed.

Credit Cards accepted at the property:

Visa

Master Card

American Express

Diners Club