



Terms & Conditions

Boutique Accommodation & Hotels

Valid: January 2009 – January 2011

Rates

- Rates are private, confidential and the published rate to the end consumer can not be lower than the Rack Rate.
- All rates quoted are net, including 14% VAT, tourism levy and are subject to change without prior notice
- We recommend a minimum stay of two nights at all properties throughout the year
- Rates applicable to The Last Word:
 - quoted per room/suite per night
 - maximum two (2) adults sharing per room/suite
 - inclusive of accommodation, breakfast, beverages, internet access and secretarial services
- Rates applicable to Grande Roche:
 - quoted per room/suite per night
 - maximum two (2) adults sharing per room/suite
 - inclusive of accommodation, full "Champagne" and Oyster buffet breakfast
- Rates applicable to Shamwari Townhouse:
 - quoted per suit per night
 - maximum two (2) adults sharing per suite
 - inclusive of accommodation, breakfast, internet access and secretarial services
- Rates applicable to Lake Pleasant Living:
 - quoted per suit/villa per night
 - maximum two (2) adults sharing per one bedroom suite
 - maximum four (4) adults sharing per two bedroom suite or villa
 - inclusive of accommodation, breakfast and internet access

Children Policy

The Last Word

- Children under the age of 12 years are accommodated by prior arrangement and at The Long Beach and The St James only, unless the entire retreat is booked
- Children not sharing with adults will be charged at the normal rate
- Child minding facilities is available at an additional cost by prior arrangement
- Children of 5 years and older are accommodated at The Long Beach and The St James only, unless the entire retreat is booked
- 5 – 7 Year old children may share a room/suite with two (2) adults and
- The second child sharing will be charged 25% of the room rate
- A maximum of two (2) children between 5 and 7 years may share a room/suite with two (2) adults
- 8 Years and older will require a separate room/suit at the applicable room/suite rate

Grande Roche

- Persons from 12 years old are considered as adults and will therefore require a separate room/suite at the applicable room/suite rate
- Children under the age of 12 years are accommodated in Duplex Suite on rollaway beds.
- Children not sharing with adults will be charged at the normal rate
- 0 – 3 Year old children to share with parents at R150.00 per child per night, inclusive of accommodation and breakfast

- 4 – 12 Year old children may share with parents at R500.00 per child per night, inclusive of accommodation and breakfast
- Persons under the age of 16 years are not permitted in Kraalpool and gym areas
- Child minding facilities is available at an additional cost by prior arrangement

Shamwari Townhouse

- Persons from 12 years old are considered as adults and will therefore require a separate room/suite at the applicable suite rate
- Children under the age of 12 years are not permitted in relaxation retreat, gym and leisure areas.
- Private dining for children can be arranged
- Children under the age of 12 years are accommodated by prior arrangement only
- Children may share with adults at R 500.00 per child per night, inclusive of accommodation and breakfast
- Children sharing with adults will be accommodated in a cot or on a sleeper couch by prior arrangement only and is subject to the availability of cots and suites containing sleeper couches
- A maximum of two (2) children younger than 12 years may share a suite with two (2) adults
- Private dining for children can be arranged
- Children not sharing with adults will be charged at the normal rate
- Child minding facilities is available at an additional cost by prior arrangement

Lake Pleasant Living

- Persons from 12 years old are considered as adults and will therefore require a separate suite/villa at the applicable suite/villa rate
- Children under the age of 12 years are not permitted in the spa area
- Children under the age of 12 years are accommodated by prior arrangement only
- Children not sharing with adults will be charged at the applicable suite/villa rate
- Child minding facilities is available at an additional cost by prior arrangement
- Children sharing with adults can be accommodated in a cot or on a sleeper couch by prior arrangement only and is subject to the availability of cots and suites/villas containing sleeper couches
- 0 – 3 Year old children to share with parents at no additional cost, inclusive of accommodation and breakfast
- 4 – 11 Year old children may share with parents at R150.00 per child per night, inclusive of accommodation and breakfast
- One Bedroom Suites
 - A maximum of two (2) children younger than 12 years may share with two (2) adults
- Two Bedroom Suite / Villa
 - A maximum of two (2) children younger than 12 years may share with four (4) adults

Transfers

- Transfers can be arranged on request at an additional cost, please contact Reservations.
- All transfers are handled by accredited car hire and charter companies.

Provisional Reservations

- Not available during peak season
- Subject to availability – i.e.: should we only have two (for example) rooms left, we can not make a provisional
- Made less than 30 days prior to arrival will be held for a max of 72 hours
- Made 60 - 90 days prior to arrival will be held for a maximum of 7 working days
- Made more than 90 days prior to arrival will be held for a maximum of 14 working days
- Full names of guests traveling will be required to convert the status from provisional to confirmed
- Should confirmation not be received by the given date; the booking will automatically release and can only be re-instated on the basis that the booking is confirmed/guaranteed

Peak Season Deposit, Payment and Cancellation Summary

Peak Seasons

- 20 December – 10 January
- Easter Period

Deposits

- Reservations held by Mantis with no means of guarantee such as a deposit, may be cancelled by Mantis on notice to the agent in order to accommodate other bookings
- **A deposit of 10% is required for all peak season bookings within 30 days of the reservation being made**

- **A deposit of 50% is required for all peak season bookings within 21 days of the reservation being made at Grande Roche**
- **Full pre-payment is required 90 days prior to arrival in order to avoid automatic release of bookings**
- Voucher numbers will not be accepted as guarantees for bookings
- Deposits are non refundable

Cancellations

- Only written cancellations will be accepted. Ensure to receive an acknowledgment of cancellations from reservations
- 50% of fee if cancellation less than 90 days prior to arrival
- 100% of fee if cancellation less than 60 days prior to arrival

Payment

General

- Full pre-payment required 30 days prior to arrival
- **Mantis reserves the right to release bookings, should payment not be received by the requested date.**
- Any discrepancies on the confirmation/pro forma invoice must be addressed at time of booking
- All bank charges is for the account of the tour operator and will not be paid by Mantis

Cancellations

General

- Only written cancellations will be accepted. Ensure to receive an acknowledgment of cancellation from reservations
- 25% of fee if cancellation less than 30 days prior to arrival
- 50% of fee if cancellation less than 15 days prior to arrival
- 100% of fee if cancellation less than 7 days prior to arrival

The Last Word

- Only written cancellations will be accepted. Ensure to receive an acknowledgment of cancellation from reservations
- 50% of fee if cancellation less than 30 days prior to arrival
- 100% of fee if cancellation less than 15 days prior to arrival

Grande Roche

- Only written cancellations will be accepted. Ensure to receive an acknowledgment of cancellation from reservations
- 50% of fee if cancellation less than 30 days prior to arrival
- 100% of fee if cancellation less than 15 days prior to arrival

Group/Conference: Deposit, Payment and Cancellation

General

- A 50% non-refundable deposit is payable **90** days prior to arrival
- A 100% non-refundable payment **60** days prior to arrival
- This policy applies to bookings of five (5) or more rooms/suites/villas

Grande Roche

- One (1) room will be reserved at 50% of the applicable rate for a group consisting of 18 suites or more, subject to availability and inclusive of accommodation only

Lake Pleasant Living

- One (1) complimentary room will be reserved for a group greater than 10 suites, subject to availability and inclusive of accommodation only

What to advise prior to arrival

- From where does the reservation originate?
- How and what time will guests arrive and depart?
- **Do guests have any special dietary or other requirements?**
- Contact number where guests can be contacted prior to arrival.