

Terms and Conditions

Rates Terms & Conditions

Guesthouse rooms include full English breakfast menu .

Apartment and/or Two-bedroom Suites are fully self catering. Breakfast can be booked and enjoyed at the Guesthouse (extra fee).

Rates Exclude

All drinks (alcoholic and non-alcoholic).

Laundry.

Items of personal nature (i.e. telephone calls, items purchased from On the Beach Guesthouse).

Breakfast for Self-Catering Apartment and/or Two-bedroom Suite.

Booking Conditions

Rates include VAT @ 15% and are quoted in SA Rand (subject to change).

All reservations require 50% deposit payment to confirm reservations and full payment on arrival.

All travel agent/tour operator reservations must be paid in full (100%) 30 days prior to the guests' arrival. Please note for peak season bookings we require the full invoice amount to be paid 60 days prior to your guests' arrival. (December – January & July bookings).

For last minute reservations, full payment is required upon confirmation.

All requests, confirmations and cancellations is only valid in writing.

Provisional bookings will only be held for 7 days; thereafter the booking will automatically be released if not confirmed with payment or voucher.

Cancellations

The cancellation fee is a percentage of the full accommodation account: -

Cancellation fee of 50% if cancelled less than 14 days prior to arrival.

Cancellation fee of 100% if cancelled less than 7 days prior to arrival.

No show charged at a 100% cancellation fee.

Peak season bookings 100% cancellation fee.

Refund: 5% Admin fee will be charged in the case of a refund



Tel: +27 (0) 42 293 3427 Fax: +27 (0) 86 690 5117 Cell: +27 (0) 82 527 9414

32 Waterkant Street Jeffreys Bay Eastern Cape 6330 SOUTH AFRICA

Email: info@onthebeach.co.za Website: www.onthebeach.co.za

VAT: 4010239996