



"Where more people have slept with us."

JOHANNESBURG

75 Observatory Avenue
Observatory Ext 1
Johannesburg, 2198
P O Box 92300, Norwood, 2117
Registration No: 2006/190457/23
VAT No: Pending

TEL: +27 (0) 11 648 7397 or TEL: +27 (0) 10 237 0708
FAX: +27 (0) 11 648 7138 OR FAX-TO-MAIL: +27 (0) 865 080 153

RESERVATION AND CANCELLATION POLICY

1. You understand that by using the reservation services you are agreeing to be bound by this policy. If you do not accept it in its entirety, do not make any reservation.
2. Due to the processing requirements, on occasion Brown Sugar Lodges is unable to confirm a reservation immediately. Below is the usual response time taken to confirm reservations for Brown Sugar Backpackers, when immediate confirmation is not available: 1 (one) to 2 (two) days

Disclaimer: Whilst we endeavour to process your booking request within the time guidelines shown above, unfortunately at times we are unable to finalize your requests within the limit. Circumstances that may cause delays in replying to you will include international public holidays, connectivity problems and time zone differences.

3. You understand and acknowledge that your required booking fee deposit is unconditionally non-refundable. In the unlikely event of a problem arising, our liability to you, if any, is limited to the deposit you paid less a ZAR200 administration fee.
4. Please note it is advisable to protect the investment in your trip or vacation by means of a comprehensive trip cancellation and or travel insurance; to be purchased in the country of origin prior to your arrival to South Africa.
 - 4.1 All cancellations must be done in WRITING via E-mail: info@brownsugarbackpackers.com or Facsimile: South Africa +27 865 080 153
 - 4.2 When you contact us, we require the following, so that we may efficiently process your cancellation request and reply to you:
 - E-mail address used in the booking
 - First Name and Last Name (Surname) used in the booking
 - Original booking details. If you booked through an agent; you need to cancel with them and cc us.

4.3 Cancellation will be confirmed back to you in writing by one of our staff. If you have not received a confirmation of the cancellation within 24-hours after submission, it means we have not received or read it and you must resubmit it.

5. All amendments to your reservation must be notified to and agreed with Brown Sugar Backpackers directly.
6. In the event of no-show without cancellation, Brown Sugar Backpackers has the right to charge the first nights' accommodation for full payment.
7. It remains the responsibility of the end user to keep updated with any changes made by Brown Sugar Backpackers within their own specific policies or Terms and Conditions as posted on our web site.
8. Brown Sugar Backpackers reserves the right to change these terms and conditions as well as the contents of its website for any reason without notice.
9. Brown Sugar Backpackers also reserves the right to change and increase the rate per person, without notice due to statutory price increases announced by Government from time to time regarding our national water, electricity, gas, food and petrol suppliers.
10. This right shall not affect the terms and conditions accepted by you upon making a legitimate reservation.
11. A reservation is regarded legitimate if the required booking deposit was paid in full on the due date or expiry date and a confirmation was sent to you on or before date of arrival.

GROUP BOOKINGS [Small to Large from 20 to 85]

1. A security payment or booking fee deposit of 50% of the total amount of pro forma invoice is required and must be paid in full on or before the expiry or due date to qualify for any discounts allowed.
2. All allowed discounted rates will be cancelled or forfeited; if the required booking deposit is not made on or before the expiry date. Concurrent or simultaneous discounts will not be allowed.





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3. Peak Periods: We often have more than one group that apply for the same accommodation dates or booking dates may overlap your reservation dates. The first group that pays the required booking fee deposit will be confirmed and you could lose your requested reservation dates.
4. We have live online bookings with agents that must be honoured at all times that can reduce the number of available beds until you secure your reservation with us.
5. We will only close or block our bookings when the required booking fee deposit is paid in full.
6. When a group booking is made and confirmed, the contract is deemed to have been made between Brown Sugar Lodges CC and the contact person who made the booking.
7. It is requested that this contact person pass on all details to all other members of the party, school or governing body so that all concerned are aware of our conditions and policies and what we are offering.
8. The balance of the invoice is due on or before arrival. Groups will not be checked into the establishment until all outstanding balances due is paid in full by cheque, cash, bank transfer or credit card.
9. All cheque payments must be made at least 14 (fourteen) days before the date of arrival to clear into our account
10. An additional refundable breaking fee deposit of not less than ZAR1000 is due on date or before date of arrival. This amount can be paid with the invoice or in cash on date of arrival.
11. The breaking fee deposit will be refunded to the group within 48-hours from date of departure after close inspection of all dormitories and rooms for missing or damaged items such as; linen, blankets, fixtures, furniture, broken beds, writing on beds and walls, littering of food and rubbish in rooms or property or gardens, ripped curtains, running taps, damage to the carpets or tiles, bathrooms and surrounding areas..
12. Please request the rules and regulations for small to large groups at the time you make the booking.

DISCOUNTED PACKAGES or RATES

1. When a discount package or rates is offered for extended stays or group bookings, and the booking is confirmed, the tariff is then fixed at the agreed price as soon as the required booking fee deposit is paid in full.
2. There will be no reduction for alterations made after the agreed discount package has been confirmed.
3. All bookings or reservations will be confirmed once the required booking deposit is paid in full.
4. The owner will be the only authorised person to allow reduced rates and or discounts on any reservation and employees, temporary staff or tour guides may not be approached for discounted rates.
5. All discounted rates and or packages will be applied for and confirmed in writing and signed off or verified by the owner.

CANCELLATION FEE PENALTIES

The following cancellation fee penalties apply on the full value of all confirmed reservations or bookings:

MIDWEEK (MONDAY TO THURSDAY)

- If cancelled within 11-30 days prior to arrival – 25%
- If cancelled within 3-10 days prior to arrival – 50%
- If cancelled within 2 days (48-hours) prior to arrival – 100%

WEEKENDS (FRIDAY TO SUNDAY) - PEAK PERIODS - GROUP BOOKINGS

- 25% cancellation fee, if cancelled less than 60 days prior to arrival
- 50% cancellation fee, if cancelled less than 42 days prior to arrival
- 75% cancellation fee, if cancelled less than 21 days prior to arrival
- 100% cancellation fee, if cancelled less than 7 days prior to arrival

