



*"Where more people have slept with us."*

**JOHANNESBURG**  
75 Observatory Avenue  
Observatory Ext 1, Johannesburg, 2187

Registration No: 2006/190457/23  
VAT No: Pending  
MOBILE & WHATSAPP: +27 (0) 83 377 9529  
GROUP BOOKINGS: +27 (0) 83 943 6696

## 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 CC is unable to confirm a reservation immediately. 24 to 28 hours is the usual response time taken to confirm reservations for Brown Sugar Backpackers, when immediate confirmation is not available.

**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 ZAR300 (Three hundred rand) 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](mailto:info@brownsugarbackpackers.com) and [liezel@brownsugarbackpackers.com](mailto:liezel@brownsugarbackpackers.com)
  - 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 or family name) 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 employees. If you have not received a confirmation of the cancellation within 24-48 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 a 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.





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### GROUP BOOKINGS

1. A security payment or booking fee deposit of 25 or 50% (depending on the date of arrival) 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 the discounts allowed and to secure the required dates.
2. All allowed discounted rates will be reduced, 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.
3. Peak Periods (March to November): We often have more than one group that apply for the same accommodation dates or booking dates may overlap your reservation dates.
4. The first group that applied for the same dates as other groups and pays the required booking fee deposit will be confirmed. Group quotes for the same or overlapping dates will be cancelled, because we work on a 1<sup>st</sup> pay, 1<sup>st</sup> Stay policy.
5. We have online bookings with international and local agents that must always be honoured that can reduce the number of available beds until you secure your reservation with us by paying the required booking fee deposit.
6. We will only close or block our bookings when the required booking fee deposit is paid in full.
7. 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 or representative who made the booking.
8. 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 for the price paid.
9. 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 cash, bank transfer or credit card.
10. We no longer accept any cheque payments.
11. An additional refundable BREAKING FEE DEPOSIT between ZAR1000 and ZAR2000 is due on date or before date of arrival, which must be paid with the invoice or in cash on date of arrival. The amount depends on the size of the group.
12. The breaking fee deposit will be refunded to the group within 48-72 hours from date of departure after close inspection of all dormitories, 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.
13. Please request the rules and regulations for small to large groups at the time you make the booking.
14. We can accommodate groups of 10 to 65 guests.

### 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 and, temporary staff 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.





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### **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 0-2 days (48-hours) prior to arrival – 100%
- Note: No refunds will be made once you checked in and paid for your stay

#### **WEEKENDS (FRIDAY TO SUNDAY), PEAK PERIODS and 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
- Note: No refunds will be made once you checked in and paid for your stay

### **SPECIAL CANCELLATION CONDITIONS**

1. In Case of an epidemic or pandemic where circumstances are out of our control, all the above rules and regulations will apply with additional rules as below.
2. Cancellations
  - 2.1 No Cancellation fees, if cancelled 60 days before date of arrival
  - 2.2 25% cancellation fee, if cancelled 31-59 days before date of arrival
  - 2.3 All cancellations within 30 days of arrival need to postpone their bookings as par 3.2 below.
3. Refunds
  - 3.1 In case of a national lockdown, where the business is forced by government to close and not able to generate any income, the company will not be able to make any refunds on pre-paid bookings for partial or full payment.
  - 3.2 Credit accounts will be opened and allocated towards future bookings against clients that we cannot refund due to cash flow problems or financial difficulties.
  - 3.3 Customers will be able to and required to postpone their booking for a period of 12 (twelve months) from date of the lockdown, where after the booking and payment will expire and no refund will apply.

