

Bullers Rest Lodge

Terms and Conditions

61 Cove Crescent
PO.Box 2770
Ladysmith 3370
www.bullersrestlodge.co.za
info@bullersrestlodge.co.za
Tel: 036 637 6154
Cell: 071 673 0033
Fax: 036 637 6152

Dear Guest,

Please provide us with the following information on making your reservation:

1. Full names of all guests and at least one cell/mobile phone number.
2. Company and invoicing details if applicable.
3. Guest's estimated time of arrival .
4. Meal preferences/allergies for breakfast and dinner if applicable.

We serve dinner from **Monday to Friday at 7pm**. Please book/arrange dinner by **10am** on the day that dinner is required.

Check in: Strictly: 2pm – 9pm Check out: Strictly: by 10am

NB: Should you need to check in after 9pm, it is ESSENTIAL that we are informed beforehand.

For the safety of our guests and staff we adhere strictly to a **9pm closing time** and a **late arrival CASH fee of R50 per hour** will be levied to late arrivals.

Note: All visitors to Bullers Rest Lodge are obliged to sign themselves in at Reception on arrival. This includes all visitors of paying guests.

Deposit /Payment and Cancellation policy

1. **Business bookings:** - **100% payment** of total accommodation cost is required to secure a booking within **3 working days** of the booking confirmation.
2. **Online guests: (Booking.com/Bullers Website):** - **100% payment** of total accommodation cost if staying for **1 night only** and a minimum of **50% payment** for **more than 1 night booked**.
(Balance payable on arrival.)
3. **Private bookings:** **100% payment** of total accommodation cost is required to secure a booking within **3 working days** of the booking confirmation for **1 night only** and **50% payment** to secure a booking within **3 working days** of the booking confirmation for **more than 1 night booked**.

A full refund of deposit paid (less an admin fee of R50) will be made for cancellations made **more than 14 days** before the arrival date. A **50 % refund of deposit paid(less an admin fee of R50)** will be made for cancellations made **more than 7 days** before the arrival date, and **no refund** will be made for cancellations made **less than 7 days** of arrival date, unless the room is re-let. Refunds of deposits will then be considered, less an **admin fee of R50**. **Full payment will be required for same day cancellations, no shows and early departures. Please note that this includes the charge for dinner if applicable.**

Please see next page for Bank Details

<u>Bank Details:</u>	First National Bank
Account name/type:	Bullers Rest Pty Ltd / Business Cheque Account
Account number :	6225 274 9597
Branch Name/ No:	Ladysmith - 220425
Swift Code:	FIRZAJJ

Kindly send us proof of payment with your **name, date booked and/or invoice number** to: info@bullersrestlodge.co.za or fax: **036 637 6152**. We thank you for choosing **Buller's Rest Lodge**, and look forward to welcoming you.

Kind regards,

Paul and Sue de Villiers