

three tree hill

history • nature • culture

BOOKING TERMS & CONDITIONS

- **Rates** quoted per person per night, unless otherwise specified.
- **Rate Includes:**

Lunch, dinner, breakfast

(Lunch is ONLY served between 13h00 and 14h30) Extra lunch is charged at R250 per person.

Afternoon tea/coffees/sweet treats

(Served between 15h00 – 16h00)

WiFi

15% VAT

Tourism levy – not applicable

Lodge contributes a portion of daily guest income to local community fund

- **Rate Excludes:**

All beverages

All guided activities

Mountain bike hire

Laundry

Shop purchases

- Double/Twin Cottages have two extra-length $\frac{3}{4}$ **beds** pushed together. These beds can be converted to king size if requested. Duck & Goose Down duvets & pillows on the beds. Please advise of an allergy to these.
- A minimum stay of three nights is recommended.
- **Minimum Stay** of 3 nights are applicable over South African Public Holiday long weekends & peak periods. 15 December – 5 January, 18 – 22 March, 14 – 18 April, 27 April – 2 May, 16 – 19 June, 23 – 26 Sep
- **Children** of all ages are welcome at Three Trees. Please be considerate of your child's behaviour when other guests are around. Earlier meal times can be arranged for children, no problem.
- Child Minder & cots available on request. Please arrange prior to arrival.
- Children aged 18 and older are considered adults and therefore pay the full rate.
- Children under the age of 18 years are able to share a double cottage with their parents at a nominal rate.
- Children under 12 years are **not permitted** on game walks or battlefield tours.
- **Group** (6 people or more) discounts available on request.

- To confirm a **reservation**, we require a 25% deposit within 7 days, after which the reservation will be released.
- Full balance to be paid 30 days prior to arrival.
- Only written **cancellations** will be accepted.
- Ensure you receive an acknowledgment of cancellations from the reservations office.
- 25% cancellation fee is incurred if the booking is cancelled any time after the deposit has been received or 22 – 30 days prior to arrival.
- 50% cancellation fee is applicable if booking is cancelled 15 - 21 days prior to arrival.
- 85% cancellation fee is applicable if booking is cancelled 0 - 14 days prior to arrival.
- In the event of a no show, 85% of the total cost of the reservation will be charged.
- Room **Check in** time is 14h00, however guests are encouraged to arrive for lunch. (13h00 – 14h30) **Check out** time is 10h30
- This is a **malaria free** area.
- No **smoking** inside any buildings.
- Our swimming **pool** areas have no safety nets, nor balustrading. Children are only allowed to swim under adult supervision.
- No **telephones** in rooms. Reception phone may be used if necessary. Mobile phone access intermittent in the rooms. Good signal close to main lounge facility.
- Limited **wi-fi** access in main lounge area only. Free of charge. Guests are asked to refrain from using their mobile phones at the dinner table. Convivial chatter is encouraged.
- Please notify reservations about your **arrival time** & a contact number whilst travelling, if possible?
- Please advise reservations about any **dietary requirements** or allergies PRIOR to arrival
- **Dining** is communal, unless requested otherwise.
- **Guided activities** are subject to guide availability or by prior arrangement.
- No **commission** on child, guide or single supplement
- No commission on activities or transfers

Lodge / Reservations

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