

HOLLYBROOKE FARM – TERMS AND CONDITIONS OF USE

Cancellations

- In the event of premature departure we may charge for the full original booking.
- Cancellation 0 - 14 days before date of arrival or activity, or no-show – visitor forfeits 100% of deposit paid.
- Cancellation 15 - 28 days before date of arrival or activity – visitor forfeits 75% of deposit paid or 25% of full quote value (whichever greater).
- Cancellation 29+ days before date of arrival or activity – visitor forfeits 50% of deposit paid or 25% of full quote value (whichever greater).
- On receipt of a written instruction from you to cancel the reservation, Hollybrooke Farm will refund whatever amount is due within 3 working days.
- Refund payments are subject to a 7% handling fee on the refunded amount.
- If a SWIFT transfer is necessary this will carry an additional ZAR250.00 charge.

Double bookings

From time to time it may happen that we double book, which means that we confirm a reservation with a guest, and subsequently accept another booking for the same accommodation or activity. We take this seriously and do everything we can to try and ensure it doesn't happen. If it does, we'll pull out all the stops to find reasonable, alternative accommodation or activity.

Complaints

- It is important to us that your accommodation and activity experience meets your expectations.
- Please ensure that you take up any issues that you experience directly with management during your stay, in order to give us an opportunity to rectify the situation.
- If you have a complaint about an accommodation establishment or activity, or about us, please do not hesitate to contact us.
- We'll treat it seriously and act on it.

Reviews

When you make a booking with us, you will be given an opportunity to submit feedback about your stay or activities. Hollybrooke Farm reserves the right not to publish any comments which may be defamatory, or which are not verifiable. We hope you have a lot of fun and a great stay, but if not we will investigate and take any steps deemed necessary.