

General Conditions for Veranda Hotels & Heritage Golf & Spa Resort

(1) Check In / Check Out Time:

Check in will be at 14h00 and Check Out will be at 12h00.
Cost of Early check in and late check out will be 50% of room rate.
Breakfast is included re early Check in (as from 06h00) and dinner is not included in the Late check out (up to 18h00).

(2) Children's Policy:

Infant: 00 or less than 02 years: Free of charge.
Child: 02 or less than 12 Years: As per rate sheet.
Teenager: 12 or less than 18 Years: As per rate sheet.

(3) All Inclusive Package (excluding Heritage):

Breakfast and dinner (Buffet or Menu) at main restaurant everyday.
Lunch everyday (Snack, menu or Buffet).
Coffee and tea in the afternoon.
Soft drinks, juice, local mineral water at Bar from 11h00 to 23h00.
Local beer and local alcoholic drinks, house wine.

(4) Confirmation of your booking:

In order to confirm your booking we will request a copy of your credit card with your authorization for the deposit with all following details: Credit card number/type/expiry date by fax: Reservation Our Fax (230 2669778). A booking reference Number will be given to you upon confirmation of your booking.

We reserve the right to cancel your provisional booking in case payment is not received by us on time.

(5) Payment terms:

A 50% deposit (of your whole stay) will be charged on your credit card upon confirmation of your booking, except for Peak period (end of Dec – beginning of Jan) when full payment will be charged upon confirmation. The remaining balance of the deposit must be paid at the hotel upon check in.

(6) Cancellation Policy:

You may cancel or amend your booking up to 14 Days prior to arrival without any cancellation fee. A refund of your deposit will be organised (less bank charges occurred by Veranda Resorts).

If your booking is canceled with in 14 Days of arrival or in case of No Show, the full amount already paid will not be refunded.