

TERMS & CONDITIONS

1. Terms & conditions shall apply to all reservations made with Plattner Golf (Pty) Ltd, trading as Fancourt, to the exclusion of all other terms & conditions relating to reservations, notwithstanding the fact that such other terms & conditions shall not be deemed to have been varied or amended in any way by terms & conditions appearing elsewhere unless agreed in writing and signed by both parties.

2. RESERVATIONS

All reservations shall be made in writing by fax or e-mail through the Reservations Office. Cancellation of such reservations shall be subject to the relevant cancellation penalties contained herein. In case of group reservations, full Rooming Lists and group details shall be provided to the reservations office 30 days prior to the date of arrival.

3. PAYMENT

Fancourt reserves the right to cancel and/or amend any reservation in the event of failure to comply with the terms of payment and Fancourt shall not be liable for any loss or consequential loss resulting from such cancellation or amendment.

Individuals – Full payment must be received no less than 14 days prior to the date of arrival. In the event of a reservation being made less than 14 days prior to arrival, full payment must be received no later than 7 days prior to the date of arrival.

Groups – A 25% deposit on all pre-booked services shall become due and owing on confirmation of reservations. A further 50% deposit on all pre-booked services shall become due and owing three months prior to the date of arrival. The balance of all pre-booked services shall become due and owing 30 days prior to the date of arrival.

4. CREDIT FACILITIES

Fancourt reserves the right to cancel any credit facility privileges which may have been granted if the full balance due to Fancourt is not paid within 30 days of date of statement.

5. CHILD POLICY

Fancourt shall allow one child under the age of 12 years to share with two full paying adults in a Garden Suite at no additional cost (excluding meals). An additional bed or cot shall be made available in either the bedroom or lounge.

For 2 children or any child up to the age of 16 years, an additional room will be required at a rate of R1,200.00 per room per night. A limited amount of inter-leading rooms are available. Children are not permitted in the Manor House and Henry White's.

6. CANCELLATIONS

No cancellations will be valid unless received in writing by the Reservations Office. The following penalties shall be payable upon cancellation of reservations:

Individuals:

- 10% of the quoted tariff where cancellation is received less than 45 days prior to arrival date.
- 50% of the quoted tariff where cancellation is received less than 14 days prior to arrival date.
- 85% of the quoted tariff where cancellation is received less than 48 hours prior to arrival date.

Groups:

- 30% of the quoted group tariff where cancellation is received between 60 & 45 days prior to arrival date
- 50% of the quoted group tariff where cancellation is received between 55 & 30 days prior to arrival date
- 85% of the quoted group tariff where cancellation is received 29 days or less prior to arrival date

The above cancellation penalties shall also apply in the event of a reduction in room/delegate numbers.

7. CHECK IN AND CHECK OUT TIMES

Individuals

Check in – 14h00

Check out – 11h00

Groups

Check in – 15h00

Check out – 10h00

Please note The Manor House at Fancourt has early check-in / late check-out considerations

8. **COMPLIMENTARY POLICY**

For every 11 rooms booked, the 12th room will be on a Complimentary bed & breakfast basis. A maximum of 2 complimentary rooms per group shall be allowed.

9. Fancourt reserves the right to offer all special rates and packages, strictly subject to availability on the day of reservation.
10. Fancourt cannot guarantee availability in our restaurants, golf courses or in the health spa. We therefore strongly recommend that reservations for all services be made prior to arrival, to avoid disappointment. Please note, it is not practically possible to follow up to ensure all clients make reservations in advance.
11. Where any of these conditions change, any party thereto will have to be notified (and possibly a new contract entered into).