



PLATTNER GOLF (PTY) LTD TERMS & CONDITIONS
IN RESPECT OF BOOKINGS AT THE
FANCOURT HOTEL AND THE MANOR HOUSE

I. GENERAL

- 1.1. In this document, Plattner Golf (Pty) Ltd (Company Registration number 1994/002617/07) ("Plattner") shall mean: Plattner trading as The Fancourt Hotel ("Fancourt Hotel") and trading as the Manor House at Fancourt ("Manor House").
- 1.2. This agreement and its interpretation shall be subject to South African Law.
- 1.3. Terms & conditions shall apply to all reservations made with Plattner for the Fancourt Hotel and the Manor House, 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.
- 1.4. All reservations will be on a pre-payment basis. Should payment not be timeously received, Plattner has the right to automatically cancel such reserved accommodation.
- 1.5. Check-in time for both the Fancourt Hotel and the Manor House is 14h00 and check-out time is 11h00. Any variations on these times must be advised prior to guests' arrival and any variations are at the sole discretion of the hotel General Manager.
- 1.6. Please ensure that all guests are covered by a travel insurance policy to protect against unforeseen cancellation, delays, injury, loss or any other prejudice of whatsoever cause.
- 1.7. All reservation amendments or cancellations are valid only if advised and accepted in writing by e-mail to reservations@fancourt.co.za.
- 1.8. Please note that should Plattner receive a firm, deposited booking over the dates when the guest is holding space and prior to the guest forwarding the necessary deposits to secure the reservation, the guest will be requested to release the space he / she is holding, or to forward an immediate non-refundable deposit on all space held, to secure the space.

2. RATES

- 2.1 All rates are quoted in ZAR and include VAT at 15% and the National Tourism levy
- 2.2 Plattner reserves the right to amend the published rates without notice.
- 2.3 The Fancourt Hotel rates are based on a bed & breakfast basis and exclude the following;
 - 2.3.1 Drinks from the bar both alcoholic and non-alcoholic

- 2.3.2 Gift Shop Purchase
- 2.3.3 Spa treatments
- 2.3.4 Gratuities
- 2.3.5 Any other items of a personal nature
- 2.4 The Manor House Rates are fully inclusive and include the following:
 - 2.4.1 Airport transfers
 - 2.4.2 24 hour room service
 - 2.4.3. Daily breakfast in any location within The Manor House, including in-room dining, room balcony, Garden lounge, library or pool area. Guests are also welcome to have breakfast in La Cantina Restaurant.
 - 2.4.4 Afternoon tea in the Garden Lounge
 - 2.4.5 In-Room Dining - one complimentary meal per day from the In-Room Dining menu up until 17h00 daily
 - 2.4.6 Complimentary wireless high-speed internet access
 - 2.4.7 Complimentary minibar
 - 2.4.8 Daily local and international newspapers
 - 2.4.9 Evening canapés served in the Manor House Lounge
 - 2.4.10 In-house pressing and shoe shine services
 - 2.4.11 Complimentary valet parking
 - 2.4.12 Luxury courtesy car with 10-km radius

3. DEPOSIT, CANCELLATION & COMP POLICIES

3.1 INDEPENDENT TRAVELLER (F.I.T) POLICY (1 - 10 guests)

- 3.1.1 Any reservation consisting of 10 guests or less shall be considered a FIT reservation.
- 3.1.2 No reservation is secure / confirmed until a 100% deposit is received within 14 days of booking to secure the reservation. In the event of a reservation being made less than 14 days prior to arrival, payment will be deducted from the guest credit card on the day of booking.
- 3.1.3 Plattner reserves the right to automatically release a reservation being held unless a deposit is received within the stated period for each reservation.
- 3.1.4 FIT Cancellations:
 - 10% of the quoted rate where cancellation is received less than 60 days prior to arrival date.
 - 45% of the quoted rate where cancellation is received less than 30 days prior to arrival date.
 - 90% of the quoted rate where cancellation is received less than 14 days prior to arrival date.
 - 100% for a no show bookings.
- 3.1.5 All extras are to be settled directly by the guests on departure.

4. GOLF & GOLF CANCELLATION POLICY

4.1 The Links - A minimum 2 night stay in either room category in high season is required to play The Links Course.

4.2 Day Visitors - All bookings to be paid for on reservation. 100% cancellation fees will apply

4.3 Hotel Guests

4.3.1 Montagu and Outeniqua Golf Course

- Group - 7 days and less - 100% cancellation fee
- FIT - 48 hrs or less - 100% Cancellation fee

4.3.2 Links Golf Course

- Group - 14 days and less - 100% Cancellation fee
- FIT - 7 days or less - 100% Cancellation fee

5. CHILDREN POLICY

5.1 Accommodation

The following children's rate and policy will apply.

5.1.1 0 to 3 years of age - free of charge.

5.1.2 4 to 15 years - 50% of the per person sharing rate

5.1.3 16+ years will be considered an adult and adult rates will apply

5.2 Two children sharing with 2 adults can only be accommodated in a 1 or 2 bedroom suite. One child sharing with 2 adults can only be accommodated in a luxury room, a 1 or 2 bedroom suite.

5.3 All children staying in their own room will pay full paying adult rates based on the room category.

5.4 Health & Beauty

No children under 18 years old are permitted in the Roman Bath & Jacuzzi.

5.5 Fancourt Gymnasium

Children 14 years and over may use the Fancourt Hotel Gym without adult supervision. Children 12 - 13 years require adult supervision in the Fancourt Hotel Gym. No children under the age of 12 years are allowed in the Fancourt Hotel Gym.

5.6 Kids Club

All children making use of the Kids club need to be signed in by a parent or adult guardian. If the child is younger than 3 years old a nanny must accompany the child, or Kids Club will arrange a nanny at an additional cost. Certain activities are at an additional costs and rates can be requested from the Reservations team.

5.7 Business Centre

Children under the age of 14 years old require adult supervision in the Business Centre.

5.8 Manor House

No children under 16 years old are permitted at The Manor House.

5.9 Henry White's

Henry White's is a classic dining venue, we do not recommend this dinner venue for children. Dress code is smart casual

5.10 Golf Carts

Children are not permitted to drive a golf cart unless they carry a valid driver's license.

6. PAYMENT DETAILS

6.1 The accommodation total will be deducted from credit card details provided during booking stage, alternatively an EFT can be made, banking details below:

Banking Details

Plattner Golf Pty Ltd, First National Bank Branch: George

Cheque Account number: 5229 802 9003 Swift : FIRNZAJJ

6.2 All bank charges are the responsibility of the guest making the relevant bank transfer

6.3 Full payment for all reservations must be received prior to arrival and clause 3 will apply respectively.

6.4 First National Bank exchange rates will apply for conversion purposes.

6.5 Master Card, Visa and American Express are accepted for payments for prepaid reservations only.

6.6 Plattner reserves the right to offer all special rates and packages, strictly subject to availability on the day of reservation.

6.7 Where any of the above conditions change, any party thereto will be notified.

6.8 To the best of our knowledge the information on our website and in our brochures and publicity material is correct on this date. We cannot

be held responsible for any inaccuracies or change that may occur hereafter.

7. RESPONSIBILITY

To the fullest extent permitted by law:

7.1 Neither Plattner, nor any person acting for or on behalf of or employed by Plattner will be liable for any loss, damage or injury whatsoever and howsoever arising including, without limitation, all direct and indirect, consequential and special losses or damages, sustained by you, from or in connection with the travel undertaken by you or your guest with Plattner.

7.2 You hereby indemnify and hold Plattner, its employees and agents, harmless against any and all claims made by any guest arising from loss, injury, death, illness, delays, theft, fines, taxes or other fiscal charges or penalties or any other claims whatsoever and howsoever arising and whether or not any such claim arises as a result of any act or omission of Plattner, a member of its staff or any other person.

8. FORCE MAJEURE

- 8.1. "Force Majeure" means, in relation to Plattner, any circumstances beyond the reasonable control of Plattner and/or its suppliers. Plattner shall not be liable or considered in breach of this agreement as a result of any delays or failures of performance of its obligations under this agreement if and to the extent that such delay or failure is caused by a Force Majeure event. If a Force Majeure event occurs, Plattner shall notify you as soon as reasonably possible of the nature and extent of the Force Majeure event.
- 8.2. If Plattner or any of its suppliers are affected by Force Majeure it shall be entitled to, and may in its sole and absolute discretion, vary or cancel any booking. Payment of any refund by Plattner to you as a result of the non-performance of any of Plattner's obligations hereunder shall remain at its sole and absolute discretion. In all cases Plattner shall be entitled to deduct from any refund recoverable, the reasonable actual and potential costs to Plattner of the Force Majeure.
- 8.3. Where a Force Majeure event has occurred, it shall remain Plattner's sole and absolute discretion whether or not to proceed with the booking. If, after having made all reasonable and proper enquiries Plattner is of the opinion that the booking may proceed, and your clients choose to cancel their booking, no refund will be payable to them.

9. ACCEPTANCE

By confirming a reservation with Plattner you hereby with accept the terms and conditions as per the above document.

ENDS