

## Boardwalk Lodge | Self Catering & Guesthouse Trade Contract • Terms & Conditions

### PREFACE

- The attached rates are confidential, issued only to the company/persons specified in this document. The Laws of the Republic of South Africa shall, in all respects, govern this contract.
- All rates are quoted in South African Rand (ZAR) and exclude the voluntary tourism levy. All rates quoted are Nett and non-commissionable.
- Boardwalk Lodge reserves the right to amend all tariffs should there be any change in bank lending rates, government VAT percentage, statutory levy, or tax becoming payable by Boardwalk Lodge after date of issue of this documentation. Notice shall be provided in the event of a rates amendment but confirmed bookings at the time of the change shall be honoured at original rates.

### RESERVATIONS

- Following an availability check, reservations must be made in writing to Boardwalk Lodge reservations office at email [selfcatering@boardwalklodge.co.za](mailto:selfcatering@boardwalklodge.co.za), tel: +27 044 877 0238.
- Once confirmed, all reservations are subject to the Policies & Cancellation Terms stated below.

### PAYMENT POLICY

#### Pre-payment of invoices for reservations is required as follows:

- Full payment required 6 – 8 weeks before arrival of guests
- Boardwalk Lodge reserves the right to request an immediate securing deposit of 50% where a group exceeds 10 persons.
- Payment can be made by bank EFT, bank deposit, or credit card transaction.
- Proof of payment must be emailed to Boardwalk Lodge reservations office at email [selfcatering@boardwalklodge.co.za](mailto:selfcatering@boardwalklodge.co.za).
- Should you be paying by credit card, you will need to complete the transaction using an secure online payment link for the booking.
- **Bank account details:**  
Peak Management (PTY) Ltd  
First National Bank  
Account Number: 6286 3696 658  
SWIFT Code: FIRNZAJJ

### CANCELLATIONS TERMS

- Cancellations **must** be made in writing to Boardwalk Lodge reservations office at email [selfcatering@boardwalklodge.co.za](mailto:selfcatering@boardwalklodge.co.za)

#### Cancellations Terms:

- More than 28 days prior to arrival forfeits 10% of invoiced value.
- 22 - 28 days prior to arrival forfeits 25% of invoiced value.
- 15 - 21 days prior to arrival forfeits 50% of invoiced value.
- 08 - 14 days prior to arrival forfeits 75% of invoiced value.
- 00 - 07 days prior to arrival forfeits 100% of invoiced value.
- Non Arrival (No Show) forfeits 100% of invoiced value.

### ADDITIONAL INFORMATION

- **Check-in time:** from 14h00 to 16h30.
- **Late Arrivals:** operators are required to please advise the lodge of late-arrivals to ensure that arrangements are made accordingly.
- **Porter Service:** available between 08h00 and 16h30.
- **Check-out time:** by 10:00
- **Reception office hours:** 08h00 to 16h00 daily.
- **Additional guest services available:** Honeymoon Packages • BBQ Packs. Further details and information about our value added packages can be obtained at [www.boardwalklodge.co.za](http://www.boardwalklodge.co.za) or by enquiry to [selfcatering@boardwalklodge.co.za](mailto:selfcatering@boardwalklodge.co.za)

### MEALS

- **Breakfast, Lunch & Dinner:** there are many superb restaurants in the village of Wilderness; please allow us to assist with dinner bookings.

### PLEASE NOTE



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- **Stairs:** Boardwalk Lodge is built on a forested slope and access to all rooms/suites and chalets require climbing stairs. If any of your clients have a problem climbing many stairs, please notify us when making a reservation, as we cannot guarantee alternative rooms/chalets on arrival.

Please see our **website for a better description of room amenities and the amount of stairs to each unit.**

- **Pets:** not allowed at the Boardwalk Lodge.
- **Smoking:** smoking is strictly prohibited in our rooms, but allowed in designated public areas

### SUPPLIER INFORMATION SHEET

Company Name:	
Trading Name:	
Company Registration Number:	
VAT Number:	
Address:	
Reservations Contact Person:	
Reservations Email Address:	
Accounts Email Address:	



## Boardwalk Lodge | Self Catering & Guesthouse Trade Contract • Terms & Conditions

Accounts Contact Person:	
Contact Number:	
Mobile Number:	
Payment terms:	<b>30 days before arrival or if booking made earlier than 30 days payment must be immediate</b>

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Name: \_\_\_\_\_ Designation: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please sign agreement to accept our **Terms & Conditions** and return document via email to [selfcatering@boardwalklodge.co.za](mailto:selfcatering@boardwalklodge.co.za).