



Booking Confirmation and Cancellation Policy

Any quote prepared by Lenox Lodge is valid for 48 hours only.

Payment Terms

A deposit of 50% is required to confirm the booking:

- ❖ The remaining 50% must be deposited & cleared in our bank account 7 days prior to arrival
- ❖ Room keys will not be handed over if payment terms are not met.
- ❖ Rates are quoted per room per night in South African Rand and are inclusive of Value Added Tax of 15%
- ❖ Note: Breakfast is an additional R75.00/person. Maximum 2 Adults per room

Notification of Cancellation

A notification is only valid if the notification is in writing and sent via e-mail to Lenox Lodge e-mail address "info@lenoxlodge.co.za" sufficient information must be provided to enable identification of the applicable booking. (NB: Verbal notifications are not accepted)

Notification of cancellation before arrival, refunds shall be made on the following basis:-

- ❖ More than 30 days prior to arrival: 50% of deposit Refund
- ❖ More than 14 days but less than 30 days prior to arrival: 40% of deposit Refund
- ❖ Less than 14 days prior to arrival: 0% refund
- ❖ Minimum cancellation fee of R100.00 or 10% of the deposit amount whichever is the greater

Non Arrival

If Guest/s do not arrive on the scheduled date as confirmed per the booking and without prior notice and/or any form of written communication in this regard, the full deposit and any other payment will be forfeited.

- ❖ Lenox Lodge Guesthouse is under no obligation to honour the booking after the date of scheduled arrival.
- ❖ No refunds are made for Non Arrival under any circumstance

General

Refunds (if applicable) will only be made after payment has been received and cleared in the Lenox Lodge FNB Bank Account, this process can take in excess of 10 days.

If an Internet or other Booking Agent was used, that Agents cancellation Policy will be applicable with regard to refunds, and as per the percentage of the booking Fee/Commissions deducted, this amount will be refunded by the Agent. Please contact the booking agent directly for the refund.

For EFT refunds the Guests must provide Lenox Lodge with full Bank account details in writing.

For Card payments, the transaction will be reversed by the Bank less the Card charges, payment will be refunded to the original card number used.

- ❖ No cash refunds under any circumstance.
- ❖ No refunds are made in the event of breakfast or meals not taken for whatever reason.
- ❖ Cancellation includes cancelling some rooms/units out of the total number of rooms reserved.

Discounts

Where discount was given based on the number of Guests confirmed on your reservation, and any of the guests cancel, the same charge as per our cancellation policy is applicable.

- ❖ And/or by arrangement with management your daily rate will be adjusted accordingly.
- ❖ Discounted rates will be revised should the duration of stay be decreased or interrupted.

Insurance

It is expected and strongly advised that guests take out appropriate travel cancellation insurance to cover any circumstances that will prevent them fulfilling their obligations as a precaution against unforeseen eventualities.

Disclaimer

Please note that Lenox Lodge cannot be held responsible for inclement weather, Electricity Power failures and Water interruption's and/or other acts incidents or events over which it has no control.

Bank Account Details

FNB Northgate Branch
Account Name: Lenox Lodge
Cheque Account number: 627 176 30158
Branch Code: 250655

Send proof of payment to:
e-mail: info@lenoxlodge.co.za
SMS: +27 72 212 8341
FAX: +27 (86) 612 6180

Reference: Surname and/or Company