

Medindi Manor's rules regarding confirmations and cancellations

Our rules for confirmations, deposits and cancellations vary depending on the season and how heavily booked we are. During our short super peak period (December 26 to January 8) when we are always fully booked well in advance, very strict rules are applied to everyone, including bookings received from regular tour operators, travel agents and in-house corporate travel agents.

Outside of our super peak period, special arrangements may be made from time to time with regular tour operators, travel agents and in-house corporate travel agents to confirm bookings by voucher (see below).

Super peak period - 26 December to 8 January

All bookings made for dates during our super peak period of 26 December to 8 January are confirmed by an initial payment of a deposit when the booking is made. Bookings of less than 5 nights are only taken and confirmed at the discretion of management. The deposit is 100% of the accommodation amount for bookings of 3 nights or less. Otherwise the deposit is 50% of the accommodation amount. The balance of the accommodation amount is payable in full on or before 28 November.

A refund of the deposit is subject to our cancellations policy which is designed to protect the entire hotel industry from the economic loss caused by no shows and late cancellations. The deposit is fully refundable but only up to a certain date before arrival.

Our cancellation rules for bookings made for our super peak period are:

- If cancelled on or before 31 October - full refund of the deposit (no cancellation fee);
- If cancelled on or before 28 November - 50% of the deposit may be charged as a cancellation fee and the balance of the deposit refunded;
- If cancelled after 28 November – 100% of the deposit may be charged as a cancellation fee (no refund).

The above rules also apply to tour operators, travel agents and in-house corporate travel agents during our super peak period. Different rules apply to the high season and low season (see below).

High season – 1 October to Easter Monday (excluding super peak period above)

All high season bookings are confirmed by an initial payment of a deposit when the booking is made. The deposit is 100% of the accommodation amount for bookings of 3 nights or less. Otherwise the deposit is 50% of the accommodation amount.

A top-up payment may be required in advance to re-confirm a high season booking whenever we have a waiting-list for rooms. The top-up payment may be any amount up to the balance of the accommodation amount (i.e. up to a 100% deposit).

A refund of the deposit is subject to our cancellations policy which is designed to protect the entire hotel industry from the economic loss caused by no shows and late cancellations. The deposit is fully refundable but only up to a certain date before arrival (see below).

Low season – Easter Monday to 30 September

All low season bookings are confirmed by an initial payment of a deposit when the booking is made. The deposit is 100% of the accommodation amount for bookings of 3 nights or less. Otherwise the deposit is 2 nights' accommodation.

In the unlikely event of there being a waiting-list for rooms during the low season, a top-up payment may be required in advance to re-confirm a booking. The top-up payment may be any amount up to the balance of the accommodation amount (i.e. up to a 100% deposit).

A refund of the deposit is subject to our cancellations policy which is designed to protect the entire hotel industry from the economic loss caused by no shows and late cancellations. The deposit is fully refundable but only up to a certain date before arrival.

Our cancellation rules for bookings made for our low season and our high season (outside of our super peak period) are the same:

- If cancelled more than 2 months before arrival – full refund of the deposit (no cancellation fee);
- If cancelled more than 1 month before arrival – 1 night's accommodation may be charged as a cancellation fee and the balance of the deposit refunded;
- If cancelled more than 14 days before arrival – 50% of the deposit may be charged as a cancellation fee and the balance of the deposit refunded;
- If cancelled 14 days or less before arrival – 100% of the deposit may be charged as a cancellation fee (no refund).

Special arrangements may be made from time to time during the low season with regular tour operators, travel agents and in-house corporate travel agents to confirm bookings by voucher (see below).

Bookings made by regular tour operators, travel agents and in-house corporate travel agents outside of the super peak period

These bookings may be confirmed by the issue of a voucher and do not require the payment of a deposit.

The voucher constitutes a binding confirmation whereby the travel agent agrees to make payment to us on demand for the full accommodation amount on the voucher. If the booking is cancelled after the voucher has been issued, a cancellation fee arises.

The waiving of the cancellation fee is subject to our cancellations policy which is designed to protect the entire hotel industry from the economic loss caused by no shows and late cancellations. The cancellation fee may be waived in full but only up to a certain date before arrival.

Our cancellation rules for vouchers are:

- If cancelled more than 2 months before arrival – no cancellation fee is charged;
- If cancelled more than 1 month before arrival – 1 night's accommodation may be charged as a cancellation fee;
- If cancelled more than 14 days before arrival – 50% of the voucher or up to 2 night's accommodation may be charged as a cancellation fee;
- If cancelled 14 days or less before arrival – 100% of the voucher may be charged as a cancellation fee.

Special rules for groups

Groups are always required to pay the accommodation amount in full in advance to lock in a substantial number of rooms (usually 8 or more rooms, but this can apply to smaller groups during busy periods). This is because groups take up a large number of rooms and group members tend to make last-minute changes to their bookings and travel arrangements, almost always resulting in last-minute cancellations, curtailments and "no shows".

Management discretion in applying the cancellation rules – waiver for most favoured corporate clients

Usually, even with late cancellations, we refund the deposit in full to our most favoured corporate clients, provided we have not lost other business as a direct consequence of the cancellation. If, however, we have turned away other guests because of the cancelled booking and the cancelled booking leaves those rooms unfilled, which could have been filled by the other potential guests we turned away, then we retain a portion of the deposit to cover this economic loss. In the meantime, from the moment we receive notice of cancellations we will do our best to fill the vacant rooms. If we do manage to fill the vacant rooms, no cancellation fee is charged.

The key to this is for our guests, tour operators and travel agents to warn us as soon and as far in advance as possible that they are canceling bookings so we have the maximum time to re-book the rooms. The greater the number of nights, guests or rooms that are block booked by a group, the greater the number of other potential guests we turn away, and therefore the bigger the risk of lost business for us. Please try to give us as much time as possible to re-book the rooms. In this way we can manage our risk within the scope of our deposit and cancellation rules and try to be fair to all.

Amended rules for Specials

Where a guest is taking advantage of a special rate involving a discount, the strict rule is that the deposit to confirm the booking is increased to 100% and it must be paid by EFT. Our cancellations rules for these guests are the same as for bookings at the higher, published rates.