

## 2019 RACK RATES



## HOLLOW HOTELS



# HIPPO HOLLOW

## COUNTRY ESTATE

### 2019 RACK RATES

ROOM TYPE	TWIN SHARING	SINGLE	3RD	CHILD 3 – 12 YRS
<b>01 JAN 2019 – 30 APR 2019 (HIGH)</b>				
Garden Chalet (B&B)	R 1 780 pp	R 2 350 pp	N/A	N/A
Standard Room (B&B)	R 1 620 pp	R 2 135 pp	N/A	N/A
River Chalet (B&B)	R 2 065 pp	R 2 780 pp	N/A	R 1 030 pp
Deluxe River Chalet (B&B)	R 2 600 pp	R 3 505 pp	N/A	R 1 300 pp
<b>01 MAY 2019 – 31 AUG 2019 (LOW)</b>				
Garden Chalet (B&B)	R 1 430 pp	R 1 935 pp	N/A	N/A
Standard Room (B&B)	R 1 315 pp	R 1 785 pp	N/A	N/A
River Chalet (B&B)	R 1 715 pp	R 2 305 pp	N/A	R 785 pp
Deluxe River Chalet (B&B)	R 2 105 pp	R 2 845 pp	N/A	R 970 pp
<b>01 SEP 2019 – 31 DEC 2019 (HIGH)</b>				
Garden Chalet (B&B)	R 1 780 pp	R 2 350 pp	N/A	N/A
Standard Room (B&B)	R 1 620 pp	R 2 135 pp	N/A	N/A
River Chalet (B&B)	R 2 065 pp	R 2 780 pp	N/A	R 1 030 pp
Deluxe River Chalet (B&B)	R 2 600 pp	R 3 505 pp	N/A	R 1 300 pp
• Tourism Levy of R 4-60 (incl VAT) per room per night is excluded from these rates. • VAT at 15% is included.				
DINNER	PER ADULT	R 320 pp	PER CHILD	R 165 pp

### 2019 HOLLOW COMBO'S

#### STAY AT X 2 HOLLOW PROPERTIES & RECEIVE A 10% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 4 nights at any 2 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of both Hollow properties and copy both reservations offices into the email.
- Should you cancel either of the 2 Hotels, the booking "combo" special no longer applies.

#### STAY AT X 3 HOLLOW PROPERTIES & RECEIVE A 15% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 6 nights at any 3 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of all 3 Hollow properties and copy all 3 reservations offices into the email.
- Should you cancel any one of the hotels, the booking "combo" special no longer applies, or you will go down to the 2 HOLLOW COMBO (10%).

**FURTHER CONDITIONS:** • These combos are only applicable on B&B rates, and not DBB rates. • Hollow combos only apply to the above rates.

## HIPPO HOLLOW TERMS & CONDITIONS

#### STOP SALE

We reserve the right to manage inventory over periods of peak demand by blocking rooms for sale at STO rate levels (stop sale), as required. Any rooms available for sale over blocked periods will be at rates as determined by the property for that period.

#### MINIMUM STAY

We reserve the right to request a minimum stay of 3 nights over peak periods including all long weekends, special events, and the Festive Season 15 December - 5 January.

#### PROVISIONAL BOOKINGS (F.I.T & GROUPS)

Provisional bookings on the quoted rates are made at the sole discretion of the hotel and may be held for a maximum 2 weeks unless otherwise specified. Updates by the booker need to be sent by the specified cut-off dates/times. Once the cut-off date/time is reached, the hotel reserves the right to automatically release the booking or to request a deposit payment.

#### BOOKINGS MADE ON BEST AVAILABLE RATES "BAR"

When a booking is made on BAR, these rates are quoted per room for a maximum 2 adults. BAR rate quotes are based on demand, occupancy and length of stay. The rates are "locked-in" when a deposit payment has been received but are still subject to change based on the following:

- Length of stay amendments
- Date changes

#### CHILD POLICY

- 0 - 2 years – Free of charge in a baby cot
- 3 - 12 years – Subject to availability at time of request
- 13 years and above – Adult rates apply, subject to availability

#### TOUR GUIDE & DRIVER POLICY

- 10 to 16 rooms booked – 1 room free
- 17 or more rooms booked – 2 rooms free

#### F.I.T. CANCELLATION POLICY (EXCLUDES PEAK DATES)

All cancellations must be given in writing directly to the hotel.

#### CANCELLATIONS MADE:

- 30 Days prior to arrival, 50% of the value of the room/s booked will be charged as a cancellation fee.
- 14 Days prior to arrival, 75% of the value of the room/s booked will be charged as a cancellation fee.
- 7 Days prior to arrival 90% of the value of the room/s booked will be charged as a cancellation fee.
- Less than 24 Hours prior to arrival or early departure 100% of the value of the room/s will be charged as a cancellation fee. Failure to comply timeously with the terms of deposit payments will result in bookings being automatically cancelled.

#### F.I.T. DEPOSIT & PAYMENT POLICY

If the tour operator/company has an approved credit agreement with the hotel, then the prepayment is not necessary, however the tour operator/company is bound to the above F.I.T. cancellation policy, and will be obliged to settle any cancellation fees incurred.

#### PREPAYMENT TERMS:

- 31 Days prior to arrival of the guests, the hotel must receive full payment for the reservation held.

#### GROUP CANCELLATION POLICY

All tour cancellations and room reductions must be given in writing directly to the hotel.

#### CANCELLATIONS MADE:

- 60 – 45 Days prior to arrival, 10% of the value of the room/group booking will be charged as a cancellation fee.
- 44 – 15 Days prior to arrival, 50% of the value of the room/group booking will be charged as a cancellation fee.
- 14 – 3 Days prior to arrival, 80% of the value of the room/group booking will be charged as a cancellation fee.
- 2 – 0 Days prior to arrival including early departures, 100% of the value of the room/group booking will be charged as a cancellation fee.

#### GROUP DEPOSIT & PAYMENT POLICY

For all group bookings the following deposit payments must be received, in the time specified. If the tour operator/company has an approved credit agreement with the hotel, then the payment of the deposit is not necessary, however the tour operator/company is bound to the above cancellation policy, and will be obliged to settle any cancellation fees incurred.

#### DEPOSIT PAYMENT TERMS:

- 61 Days prior to arrival of the group, the hotel must receive a 10% deposit on the total invoice value of the group booking.
- 45 Days prior to arrival of the group, the hotel must receive a further 40% deposit on the total invoice value of the group booking. (i.e. at this point the hotel must have received a total deposit of 50%)
- 15 Days prior to arrival, the hotel must receive full payment for the group.

Failure to comply timeously with the terms of deposit payments will result in the bookings being automatically cancelled.

#### PORTERAGE

If Porters are required a R20-00 per room porterage fee will be charged per service.

#### PAYMENT DETAILS

- All credit arrangements are on direct application to the applicable hotel.
- We reserve the right to request a deposit or prepayment for the reservation held over and above the F.I.T and Group Pre-Payment Policies.
- All payments must be made in South African Rands directly into the respective Hollow Hotel's Bank Account. Any bank charges or exchange rate fees are for the payer's own account.

## CONTACT DETAILS

Reservations: Tel: +27 (0)13 737 7752 / +27 (0)13 737 6624 / +27 (0)72 752 0952

E-mail: reservations@hippohollow.co.za Website: www.hippohollow.co.za

Postal Address: P O Box 5, Hazzyview 1242, Mpumalanga, South Africa

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# PERRY'S BRIDGE HOLLOW

## HAZYVIEW BOUTIQUE HOTEL

### 2019 RACK RATES

ROOM TYPE	TWIN SHARING	SINGLE	3RD	CHILD 3 –12 YRS
01 JANUARY 2019 – 31 DECEMBER 2019				
Bed & Breakfast	R 2 000 pp	R 2 985 pp	N/A	R 1 030 pp
• Tourism Levy of R 4-60 (incl VAT) per room per night is excluded from these rates. • VAT at 15% is included.				
DINNER	PER ADULT	R 320 pp	PER CHILD	R 165 pp

### 2019 HOLLOW COMBO'S

#### STAY AT X 2 HOLLOW PROPERTIES & RECEIVE A 10% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 4 nights at any 2 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of both Hollow properties and copy both reservations offices into the email.
- Should you cancel either of the 2 Hotels, the booking "combo" special no longer applies.

#### STAY AT X 3 HOLLOW PROPERTIES & RECEIVE A 15% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 6 nights at any 3 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of all 3 Hollow properties and copy all 3 reservations offices into the email.
- Should you cancel any one of the hotels, the booking "combo" special no longer applies, or you will go down to the 2 HOLLOW COMBO (10%).

*FURTHER CONDITIONS: • These combos are only applicable on B&B rates, and not DBB rates. • Hollow combos only apply to the above rates.*

## PERRY'S BRIDGE HOLLOW TERMS & CONDITIONS

#### STOP SALE

We reserve the right to manage inventory over periods of peak demand by blocking rooms for sale at STO rate levels (stop sale), as required. Any rooms available for sale over blocked periods will be at rates as determined by the property for that period.

#### MINIMUM STAY

We reserve the right to request a minimum stay of 3 nights over peak periods including all long weekends, special events, and the Festive Season 15 December – 5 January.

#### PROVISIONAL BOOKINGS (F.I.T & GROUPS)

Provisional bookings on the quoted rates are made at the sole discretion of the hotel and may be held for a maximum 2 weeks unless otherwise specified. Updates by the booker need to be sent by the specified cut-off dates/times. Once the cut-off date/time is reached, the hotel reserves the right to automatically release the booking or to request a deposit payment.

#### BOOKINGS MADE ON BEST AVAILABLE RATES "BAR"

When a booking is made on BAR, these rates are quoted per room for a maximum 2 adults. BAR rate quotes are based on demand, occupancy and length of stay. The rates are "locked-in" when a deposit payment has been received but are still subject to change based on the following:

- Length of stay amendments
- Date changes

#### CHILD POLICY

- 0 - 2 years – Free of charge in a baby cot
- 3 - 12 years – Subject to availability at time of request
- 13 years and above – Adult rates apply, subject to availability

#### TOUR GUIDE & DRIVER POLICY

- 10 to 16 rooms booked – 1 room free
- 17 or more rooms booked – 2 rooms free

#### F.I.T. CANCELLATION POLICY (EXCLUDES PEAK DATES)

All cancellations must be given in writing directly to the hotel.

#### CANCELLATIONS MADE:

- 30 Days prior to arrival, 50% of the value of the room/s booked will be charged as a cancellation fee.
- 14 Days prior to arrival, 75% of the value of the room/s booked will be charged as a cancellation fee.
- 7 Days prior to arrival 90% of the value of the room/s booked will be charged as a cancellation fee.
- Less than 24 Hours prior to arrival or early departure 100% of the value of the room/s will be charged as a cancellation fee. Failure to comply timeously with the terms of deposit payments will result in bookings being automatically cancelled.

#### F.I.T. DEPOSIT & PAYMENT POLICY

If the tour operator/company has an approved credit agreement with the hotel, then the prepayment is not necessary, however the tour operator/company is bound to the above F.I.T. cancellation policy, and will be obliged to settle any cancellation fees incurred.

#### PREPAYMENT TERMS:

- 31 Days prior to arrival of the guests, the hotel must receive full payment for the reservation held.

#### GROUP CANCELLATION POLICY

All tour cancellations and room reductions must be given in writing directly to the hotel.

#### CANCELLATIONS MADE:

- 60 – 45 Days prior to arrival, 10% of the value of the room/group booking will be charged as a cancellation fee.
- 44 – 15 Days prior to arrival, 50% of the value of the room/group booking will be charged as a cancellation fee.
- 14 – 3 Days prior to arrival, 80% of the value of the room/group booking will be charged as a cancellation fee.
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#### DEPOSIT PAYMENT TERMS:

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- 15 Days prior to arrival, the hotel must receive full payment for the group.

Failure to comply timeously with the terms of deposit payments will result in the bookings being automatically cancelled.

#### PORTERAGE

If Porters are required a R20-00 per room porterage fee will be charged per service.

#### PAYMENT DETAILS

- All credit arrangements are on direct application to the applicable hotel.
- We reserve the right to request a deposit or prepayment for the reservation held over and above the F.I.T and Group Pre-Payment Policies.
- All payments must be made in South African Rands directly into the respective Hollow Hotel's Bank Account. Any bank charges or exchange rate fees are for the payer's own account.

### CONTACT DETAILS

Reservations: Tel: +27 (0)13 737 7752 / +27 (0)13 737 6624 / +27 (0)72 752 0952

E-mail: reservations@perrysbridgehollow.co.za Website: www.perrysbridgehollow.co.za

Postal Address: P O Box 2304, Hazyview 1242, Mpumalanga, South Africa





# CASTERBRIDGE HOLLOW BOUTIQUE HOTEL

## 2019 RACK RATES

ROOM TYPE	TWIN SHARING	SINGLE	3RD	CHILD 3 –12 YRS
01 JANUARY 2019 – 31 DECEMBER 2019				
Bed & Breakfast	R 2 030 pp	R 3 030 pp	N/A	R 1 000 pp
• Tourism Levy of R 4-60 (incl VAT) per room per night is excluded from these rates. • VAT at 15% is included.				
DINNER	PER ADULT	R 320 pp	PER CHILD	R 165 pp

## 2019 HOLLOW COMBO'S

### STAY AT X 2 HOLLOW PROPERTIES & RECEIVE A 10% DISCOUNT OFF YOUR RACK RATES

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- When your booking is made, please specify the booking request details of both Hollow properties and copy both reservations offices into the email.
- Should you cancel either of the 2 Hotels, the booking "combo" special no longer applies.

### STAY AT X 3 HOLLOW PROPERTIES & RECEIVE A 15% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 6 nights at any 3 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of all 3 Hollow properties and copy all 3 reservations offices into the email.
- Should you cancel any one of the hotels, the booking "combo" special no longer applies, or you will go down to the 2 HOLLOW COMBO (10%).

*FURTHER CONDITIONS: • These combos are only applicable on B&B rates, and not DBB rates. • Hollow combos only apply to the above rates.*

## CASTERBRIDGE HOLLOW TERMS & CONDITIONS

### STOP SALE

We reserve the right to manage inventory over periods of peak demand by blocking rooms for sale at STO rate levels (stop sale), as required. Any rooms available for sale over blocked periods will be at rates as determined by the property for that period.

### MINIMUM STAY

We reserve the right to request a minimum stay of 3 nights over peak periods including all long weekends, special events, and the Festive Season 15 December – 5 January.

### PROVISIONAL BOOKINGS (F.I.T & GROUPS)

Provisional bookings on the quoted rates are made at the sole discretion of the hotel and may be held for a maximum 2 weeks unless otherwise specified. Updates by the booker need to be sent by the specified cut-off dates/times. Once the cut-off date/time is reached, the hotel reserves the right to automatically release the booking or to request a deposit payment.

### BOOKINGS MADE ON BEST AVAILABLE RATES "BAR"

When a booking is made on BAR, these rates are quoted per room for a maximum 2 adults. BAR rate quotes are based on demand, occupancy and length of stay. The rates are "locked-in" when a deposit payment has been received but are still subject to change based on the following:

- Length of stay amendments
- Date changes

### CHILD POLICY

- 0 - 2 years – Free of charge in a baby cot
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### TOUR GUIDE & DRIVER POLICY

- 10 to 16 rooms booked – 1 room free
- 17 or more rooms booked – 2 rooms free

### F.I.T. CANCELLATION POLICY (EXCLUDES PEAK DATES)

All cancellations must be given in writing directly to the hotel.

### CANCELLATIONS MADE:

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### F.I.T. DEPOSIT & PAYMENT POLICY

If the tour operator/company has an approved credit agreement with the hotel, then the prepayment is not necessary, however the tour operator/company is bound to the above F.I.T. cancellation policy, and will be obliged to settle any cancellation fees incurred.

### PREPAYMENT TERMS:

- 31 Days prior to arrival of the guests, the hotel must receive full payment for the reservation held.

### GROUP CANCELLATION POLICY

All tour cancellations and room reductions must be given in writing directly to the hotel.

### CANCELLATIONS MADE:

- 60 – 45 Days prior to arrival, 10% of the value of the room/group booking will be charged as a cancellation fee.
- 44 – 15 Days prior to arrival, 50% of the value of the room/group booking will be charged as a cancellation fee.
- 14 – 3 Days prior to arrival, 80% of the value of the room/group booking will be charged as a cancellation fee.
- 2 – 0 Days prior to arrival including early departures, 100% of the value of the room/group booking will be charged as a cancellation fee.

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### DEPOSIT PAYMENT TERMS:

- 61 Days prior to arrival of the group, the hotel must receive a 10% deposit on the total invoice value of the group booking.
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### PORTERAGE

If Porters are required a R20-00 per room porterage fee will be charged per service.

### PAYMENT DETAILS

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- We reserve the right to request a deposit or prepayment for the reservation held over and above the F.I.T and Group Pre-Payment Policies.
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E-mail: reservations@casterbridgehollow.co.za Website: www.casterbridgehollow.co.za

Postal Address: P O Box 2304, Hazzyview, 1242, South Africa





# HOLLOW ON THE SQUARE

## CAPE TOWN CITY HOTEL

☆☆☆☆

### 2019 RACK RATES

ROOM TYPE	TWIN SHARING	SINGLE	3RD	CHILD 3 –12 YRS
01 JAN 2019 – 30 APR 2019 (HIGH)				
Standard Room (B&B)	R 1 650 pp	R 2 395 pp	N/A	N/A
Deluxe Room (B&B)	R 2 065 pp	R 2 895 pp	N/A	R 1 020 pp
Green Annexe (B&B)	R 2 135 pp	R 3 000 pp	N/A	N/A
01 MAY 2019 – 31 AUG 2019 (LOW)				
Standard Room (B&B)	R 1 155 pp	R 1 685 pp	N/A	N/A
Deluxe Room (B&B)	R 1 380 pp	R 2 005 pp	N/A	R 680 pp
Green Annexe (B&B)	R 1 405 pp	R 2 070 pp	N/A	N/A
01 SEP 2019 – 31 DEC 2019 (HIGH)				
Standard Room (B&B)	R 1 650 pp	R 2 395 pp	N/A	N/A
Deluxe Room (B&B)	R 2 065 pp	R 2 895 pp	N/A	R 1 020 pp
Green Annexe (B&B)	R 2 135 pp	R 3 000 pp	N/A	N/A
• Tourism Levy of R 4-60 (incl VAT) per room per night is excluded from these rates. • VAT at 15% is included.				
<b>DINNER (excludes beverages and gratuity)</b>	<b>PER ADULT :</b>	<b>3-COURSE : R 275 pp</b>	<b>2-COURSE : R 225 pp</b>	<b>PER CHILD : R 160 pp</b>

### 2019 HOLLOW COMBO'S

#### STAY AT X 2 HOLLOW PROPERTIES & RECEIVE A 10% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 4 nights at any 2 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of both Hollow properties and copy both reservations offices into the email.
- Should you cancel either of the 2 Hotels, the booking "combo" special no longer applies.

#### STAY AT X 3 HOLLOW PROPERTIES & RECEIVE A 15% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 6 nights at any 3 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of all 3 Hollow properties and copy all 3 reservations offices into the email.
- Should you cancel any one of the hotels, the booking "combo" special no longer applies, or you will go down to the 2 HOLLOW COMBO (10%).

**FURTHER CONDITIONS:** • These combos are only applicable on B&B rates, and not DBB rates. • Hollow combos only apply to the above rates.

## HOLLOW ON THE SQUARE TERMS & CONDITIONS

#### STOP SALE

We reserve the right to manage inventory over periods of peak demand by blocking rooms for sale at STO rate levels (stop sale), as required. Any rooms available for sale over blocked periods will be at rates as determined by the property for that period.

#### MINIMUM STAY

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- Length of stay amendments
- Date changes

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- 0 - 2 years – Free of charge in a baby cot
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#### TOUR GUIDE & DRIVER POLICY

- 10 to 16 rooms booked – 1 room free
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#### F.I.T. CANCELLATION POLICY (EXCLUDES PEAK DATES)

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### CONTACT DETAILS

**Reservations:** Tel: +27 (0) 21 423 1260 Fax: +27 (0) 86 617 3058

**E-mail:** reservations@hollowonthesquare.co.za **Website:** www.hollowonthesquare.co.za

**Address:** No 9 Ryk Tulbagh Square, Hans Strydom Avenue, 8000, Cape Town







# CAPE TOWN HOLLOW BOUTIQUE HOTEL

## 2019 RACK RATES

ROOM TYPE	TWIN SHARING	SINGLE	3RD	CHILD 3 –12 YRS
01 JAN 2019 – 30 APR 2019 (HIGH)				
Standard Room (B&B)	R 1 970 pp	R 3 215 pp	N/A	R 1 015 pp
Mountain-facing Room (B&B)	R 2 370 pp	R 3 845 pp	N/A	NA
01 MAY 2019 – 31 AUG 2019 (LOW)				
Standard Room (B&B)	R 1 270 pp	R 2 095 pp	N/A	R 600 pp
Mountain-facing Room (B&B)	R 1 530 pp	R 2 550 pp	N/A	N/A
01 SEP 2019 – 31 DEC 2019 (HIGH)				
Standard Room (B&B)	R 1 970 pp	R 3 215 pp	N/A	R 1 015 pp
Mountain-facing Room (B&B)	R 2 370 pp	R 3 845 pp	N/A	NA
• Tourism Levy of R 4-60 (incl VAT) per room per night is excluded from these rates. • VAT at 15% is included.				
<b>DINNER</b> (excludes beverages and gratuity)	PER ADULT :	3-COURSE : R 275 pp	2-COURSE : R 225 pp	PER CHILD : R 160 pp

## 2019 HOLLOW COMBO'S

### STAY AT X 2 HOLLOW PROPERTIES & RECEIVE A 10% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 4 nights at any 2 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of both Hollow properties and copy both reservations offices into the email.
- Should you cancel either of the 2 Hotels, the booking "combo" special no longer applies.

### STAY AT X 3 HOLLOW PROPERTIES & RECEIVE A 15% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 6 nights at any 3 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of all 3 Hollow properties and copy all 3 reservations offices into the email.
- Should you cancel any one of the hotels, the booking "combo" special no longer applies, or you will go down to the 2 HOLLOW COMBO (10%).

*FURTHER CONDITIONS: • These combos are only applicable on B&B rates, and not DBB rates. • Hollow combos only apply to the above rates.*

## TERMS & CONDITIONS

### STOP SALE

We reserve the right to manage inventory over periods of peak demand by blocking rooms for sale at STO rate levels (stop sale), as required. Any rooms available for sale over blocked periods will be at rates as determined by the property for that period.

### MINIMUM STAY

We reserve the right to request a minimum stay of 3 nights over peak periods including all long weekends, special events, and the Festive Season 15 December – 5 January.

### PROVISIONAL BOOKINGS (F.I.T & GROUPS)

Provisional bookings on the quoted rates are made at the sole discretion of the hotel and may be held for a maximum 2 weeks unless otherwise specified. Updates by the booker need to be sent by the specified cut-off dates/times. Once the cut-off date/time is reached, the hotel reserves the right to automatically release the booking or to request a deposit payment.

### BOOKINGS MADE ON BEST AVAILABLE RATES "BAR"

When a booking is made on BAR, these rates are quoted per room for a maximum 2 adults. BAR rate quotes are based on demand, occupancy and length of stay. The rates are "locked-in" when a deposit payment has been received but are still subject to change based on the following:

- Length of stay amendments
- Date changes

### CHILD POLICY

- 0 - 2 years – Free of charge in a baby cot
- 3 - 12 years – Subject to availability at time of request
- 13 years and above – Adult rates apply, subject to availability

### TOUR GUIDE & DRIVER POLICY

- 10 to 16 rooms booked – 1 room free
- 17 or more rooms booked – 2 rooms free

### F.I.T. CANCELLATION POLICY (EXCLUDES PEAK DATES)

All cancellations must be given in writing directly to the hotel.

### CANCELLATIONS MADE:

- 30 Days prior to arrival, 50% of the value of the room/s booked will be charged as a cancellation fee.
- 14 Days prior to arrival, 75% of the value of the room/s booked will be charged as a cancellation fee.
- 7 Days prior to arrival 90% of the value of the room/s booked will be charged as a cancellation fee.
- Less than 24 Hours prior to arrival or early departure 100% of the value of the room/s will be charged as a cancellation fee. Failure to comply timeously with the terms of deposit payments will result in bookings being automatically cancelled.

### F.I.T. DEPOSIT & PAYMENT POLICY

If the tour operator/company has an approved credit agreement with the hotel, then the prepayment is not necessary, however the tour operator/company is bound to the above F.I.T. cancellation policy, and will be obliged to settle any cancellation fees incurred.

### PREPAYMENT TERMS:

- 31 Days prior to arrival of the guests, the hotel must receive full payment for the reservation held.

### GROUP CANCELLATION POLICY

All tour cancellations and room reductions must be given in writing directly to the hotel.

### CANCELLATIONS MADE:

- 60 – 45 Days prior to arrival, 10% of the value of the room/ group booking will be charged as a cancellation fee.
- 44 – 15 Days prior to arrival, 50% of the value of the room/ group booking will be charged as a cancellation fee.
- 14 – 3 Days prior to arrival, 80% of the value of the room/ group booking will be charged as a cancellation fee.
- 2 – 0 Days prior to arrival including early departures, 100% of the value of the room/group booking will be charged as a cancellation fee.

### GROUP DEPOSIT & PAYMENT POLICY

For all group bookings the following deposit payments must be received, in the time specified. If the tour operator/company has an approved credit agreement with the hotel, then the payment of the deposit is not necessary, however the tour operator/company is bound to the above cancellation policy, and will be obliged to settle any cancellation fees incurred.

### DEPOSIT PAYMENT TERMS:

- 61 Days prior to arrival of the group, the hotel must receive a 10% deposit on the total invoice value of the group booking.
- 45 Days prior to arrival of the group, the hotel must receive a further 40% deposit on the total invoice value of the group booking. (i.e. at this point the hotel must have received a total deposit of 50%)
- 15 Days prior to arrival, the hotel must receive full payment for the group.

Failure to comply timeously with the terms of deposit payments will result in the bookings being automatically cancelled.

### PORTERAGE

If Porters are required a R20-00 per room portorage fee will be charged per service.

### PAYMENT DETAILS

- All credit arrangements are on direct application to the applicable hotel.
- We reserve the right to request a deposit or prepayment for the reservation held over and above the F.I.T and Group Pre-Payment Policies.
- All payments must be made in South African Rands directly into the respective Hollow Hotel's Bank Account. Any bank charges or exchange rate fees are for the payer's own account.

## CONTACT DETAILS

Reservations: Tel: +27 (0) 21 423 1260 Fax: +27 (0) 86 617 3058

E-mail: reservations@capetownhollow.co.za Website: www.capetownhollow.co.za

Address: 88 Queen Victoria Street, Gardens, Cape Town 8001, South Africa





# KNYSNA HOLLOW COUNTRY ESTATE

## 2018–2019 RACK RATES

ROOM TYPE	TWIN SHARING	SINGLE	3RD	CHILD 3 –12 YRS
01 OCT 2018 – 30 APR 2019 (HIGH)				
Garden Suite (B&B)	R 2 355 pp	R 3 505 pp	N/A	R 1 085 pp
01 MAY 2019 – 30 AUG 2019 (LOW)				
Garden Suite (B&B)	R 1 620 pp	R 2 430 pp	N/A	R 770 pp
01 SEP 2019 – 31 DEC 2019 (HIGH)				
Garden Suite (B&B)	R 2 355 pp	R 3 505 pp	N/A	R 1 085 pp
• Tourism Levy of R 4-60 (incl VAT) per room per night is excluded from these rates. • VAT at 15% is included.				
DINNER	PER ADULT	R 320 pp	PER CHILD	R 165 pp

## 2019 HOLLOW COMBO'S

### STAY AT X 2 HOLLOW PROPERTIES & RECEIVE A 10% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 4 nights at any 2 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of both Hollow properties and copy both reservations offices into the email.
- Should you cancel either of the 2 Hotels, the booking "combo" special no longer applies.

### STAY AT X 3 HOLLOW PROPERTIES & RECEIVE A 15% DISCOUNT OFF YOUR RACK RATES

- Stay a minimum total of 6 nights at any 3 Hollow properties, with a minimum of 2 nights at each hotel.
- When your booking is made, please specify the booking request details of all 3 Hollow properties and copy all 3 reservations offices into the email.
- Should you cancel any one of the hotels, the booking "combo" special no longer applies, or you will go down to the 2 HOLLOW COMBO (10%).

*FURTHER CONDITIONS: • These combos are only applicable on B&B rates, and not DBB rates. • Hollow combos only apply to the above rates.*

## KNYSNA HOLLOW TERMS & CONDITIONS

### STOP SALE

We reserve the right to manage inventory over periods of peak demand by blocking rooms for sale at STO rate levels (stop sale), as required. Any rooms available for sale over blocked periods will be at rates as determined by the property for that period.

### MINIMUM STAY

We reserve the right to request a minimum stay of 3 nights over peak periods including all long weekends, special events, and the Festive Season 15 December - 5 January.

### PROVISIONAL BOOKINGS (F.I.T & GROUPS)

Provisional bookings on the quoted rates are made at the sole discretion of the hotel and may be held for a maximum 2 weeks unless otherwise specified. Updates by the booker need to be sent by the specified cut-off dates/times. Once the cut-off date/time is reached, the hotel reserves the right to automatically release the booking or to request a deposit payment.

### BOOKINGS MADE ON BEST AVAILABLE RATES "BAR"

When a booking is made on BAR, these rates are quoted per room for a maximum 2 adults. BAR rate quotes are based on demand, occupancy and length of stay. The rates are "locked-in" when a deposit payment has been received but are still subject to change based on the following:

- Length of stay amendments
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### CHILD POLICY

- 0 - 2 years – Free of charge in a baby cot
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### TOUR GUIDE & DRIVER POLICY

- 10 to 16 rooms booked – 1 room free
- 17 or more rooms booked – 2 rooms free

### F.I.T. CANCELLATION POLICY (EXCLUDES PEAK DATES)

All cancellations must be given in writing directly to the hotel.

### CANCELLATIONS MADE:

- 30 Days prior to arrival, 50% of the value of the room/s booked will be charged as a cancellation fee.
- 14 Days prior to arrival, 75% of the value of the room/s booked will be charged as a cancellation fee.
- 7 Days prior to arrival 90% of the value of the room/s booked will be charged as a cancellation fee.
- Less than 24 Hours prior to arrival or early departure 100% of the value of the room/s will be charged as a cancellation fee. Failure to comply timeously with the terms of deposit payments will result in bookings being automatically cancelled.

### F.I.T. DEPOSIT & PAYMENT POLICY

If the tour operator/company has an approved credit agreement with the hotel, then the prepayment is not necessary, however the tour operator/company is bound to the above F.I.T. cancellation policy, and will be obliged to settle any cancellation fees incurred.

### PREPAYMENT TERMS:

- 31 Days prior to arrival of the guests, the hotel must receive full payment for the reservation held.

### GROUP CANCELLATION POLICY

All tour cancellations and room reductions must be given in writing directly to the hotel.

### CANCELLATIONS MADE:

- 60 – 45 Days prior to arrival, 10% of the value of the room/group booking will be charged as a cancellation fee.
- 44 – 15 Days prior to arrival, 50% of the value of the room/group booking will be charged as a cancellation fee.
- 14 – 3 Days prior to arrival, 80% of the value of the room/group booking will be charged as a cancellation fee.
- 2 – 0 Days prior to arrival including early departures, 100% of the value of the room/group booking will be charged as a cancellation fee.

### GROUP DEPOSIT & PAYMENT POLICY

For all group bookings the following deposit payments must be received, in the time specified. If the tour operator/company has an approved credit agreement with the hotel, then the payment of the deposit is not necessary, however the tour operator/company is bound to the above cancellation policy, and will be obliged to settle any cancellation fees incurred.

### DEPOSIT PAYMENT TERMS:

- 61 Days prior to arrival of the group, the hotel must receive a 10% deposit on the total invoice value of the group booking.
- 45 Days prior to arrival of the group, the hotel must receive a further 40% deposit on the total invoice value of the group booking. (i.e. at this point the hotel must have received a total deposit of 50%)
- 15 Days prior to arrival, the hotel must receive full payment for the group.

Failure to comply timeously with the terms of deposit payments will result in the bookings being automatically cancelled.

### PORTERAGE

If Porters are required a R20-00 per room porterage fee will be charged per service.

### PAYMENT DETAILS

- All credit arrangements are on direct application to the applicable hotel.
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- All payments must be made in South African Rands directly into the respective Hollow Hotel's Bank Account. Any bank charges or exchange rate fees are for the payer's own account.

## CONTACT DETAILS

Reservations: Tel: +27 (0) 44 382 5401 Fax: +27 (0) 44 382 5265

E-mail: reservations@knysnahollow.co.za Website: www.knysnahollow.co.za

Postal Address: P O Box 1245, Knysna 6570, South Africa

