



Guvon Hotels Policies

All rates are quoted in South Africa Rand and includes 14% VAT

~ WebBookings Deposit Policy

WebBookings will unfortunately only be available for up to 4 rooms and is non-commissionable.

All bookings are subject to availability. When making a reservation online, you need a valid credit card at the time of making the reservation. Your credit card serves as guarantee for the reservation. Full pre-payment of accommodation amount is required to complete this webBooking. A discount has already been applied to any rates quoted. Your reservation number will appear during the last step of making a webBooking. The reservation number, your credit card as well as positive identification in the form of your ID of South African residents / a South African driver's license or passport will be required at check-in.

In the case of a no-show guaranteed reservation will be held for the first night only, after which the accommodation will be released unless arranged with the lodge / hotel or with Guvon central reservations.

~ Cancellation Policy

100% cancellation fee applies, for any reservation cancelled 0 – 7 days prior to arrival.

50 % cancellation fee applies, for any reservation cancelled 8 – 14 days prior to arrival.

0% cancellation fee applies, for any reservation cancelled more than 14 days prior to arrival.

During periods of high / low demand some hotels may reserve the right to apply a 100% cancellation and any deposit paid would be non-refundable in the event of cancellation. In the event of a no-show, or should you not arrive on the stated arrival date, a full cancellation fee will be charged.

~ Refund Policy

A 7% admin fee will be subtracted from the total refundable amount. The admin fee will be charged on top of the cancellation policy.

~ Children's Policy

Guvon Hotels & Spa's will charge 50% of the adult rate for any children between the ages of 6 – 17 years of age.

Some hotels might charge for meals only for children below the age of 6 years.

Children of 18 years and above shall be treated as adults.