

## **ROOIHEUWEL HOLIDAY FARM BOOKING AND CANCELLATION POLICY**

**How to book:** A 50% deposit will confirm your booking – balance payable on arrival / internet payment.

**Cancellation by client after submission of signed / completed booking form or confirmation with a deposit.**

- Should a cancellation take place more four weeks prior to the excursion, a full refund will be made.
- Cancellation: More than 4 weeks – no charge.
- Cancellation: 4 weeks before excursion – 25% of the total cost of the excursion / activity is payable to Rooiheuwel Holiday Farm.
- Cancellation: 3 weeks before excursion – 50% of the total cost of the excursion / activity is payable to Rooiheuwel Holiday Farm.
- Cancellation: 2 weeks before excursion – FULL cost of excursion / activity is payable to Rooiheuwel Holiday Farm.
- Cancellation costs are calculated on the number of people indicated on the booking form.
- A refund will only be considered once a replacement for this excursion, with the same number of people, has paid the full cost on this excursion to Rooiheuwel Holiday Farm.
- No refunds will be applicable should anyone choose not to arrive or leave earlier from any excursion/activity.

### **CANCELLATION BY ROOIHEUWEL HOLIDAY FARM**

Rooiheuwel Guest Farm reserves the right to cancel any excursion / activity without prior notification for instances beyond our control. Should any excursion / activity be cancelled, a full refund will be made to the client.