



Payment Policy – TO Strand

Period	Advance Fee Accepted-Once off fee non refundable	Bookings open	Deposit 1	Deposit 2	Final Payment
<u>March / April</u> (Booked guest on the resort)	5 Days from your original arrival date as per your invoice	N/A	35% - 1 June	35% - 1 September	14 Days before arrival
<u>March / April</u> (Guest not on the resort)	Advance booking fee not applicable	6 June	35% Within 7 days of booking	35% - 1 September	14 Days before arrival
<u>June/July</u> (Guest on the resort)	5 Days from your original arrival date as per your invoice	N/A	35% - 1 September	31 January	14 Days before arrival
<u>June/July</u> (Guest not on the resort)	Advance booking fee not applicable	6 September	35% Within 7 days of booking	31 January	14 Days before arrival
<u>September</u> (Guest on the resort)	5 Days from your original arrival date as per your invoice	N/A	35% - 1 November	35% - 1 February	14 Days before arrival
<u>September</u> (Guest not on the resort)	Advance booking fee not applicable	6 November	35% Within 7 days of booking	35% - 1 February	14 Days before arrival
<u>December</u> (Guest on the resort)	5 Days from your original arrival date as per your invoice	N/A	35% from 01-28 February	35% - 30 June	14 Days before arrival
<u>December</u> (Guest not on the resort) Non-member	Applications 5 days from your original arrival date as per your invoice	Non-members 01 March	35% Within 7 days of booking	35% - 30 June	14 Days before arrival
Normal out of season bookings	No Advance booking fee applicable	N/A	35% Within 7 days or 100% if arrival within 30 days	N/A	14 Days before arrival
Groups & conferences (Special rulings)			20% Within 7 days of booking		Final number & balance 14 days before arrival
Schools			R3500.00 Within 14 days		Final number & balance 14 days before arrival
Groups , Conferences & Schools			If arrival within 14 days 100%		Final number & balance 14 days before arrival

Advance Booking Procedure:

- Guests with existing bookings are entitled to make an advanced booking for the same site / chalet for the corresponding period in the forthcoming year. The booking must be made personally by the same person who's particulars / details may appear on the original invoice as booked.
- It is essential that the application is submitted within 5 days of the original booking date. The advance booking application must be received within the stipulated time period. No bookings will be accepted after the 5 day grace period.

	Advance booking fee due for the same site/chalet for the same period in the forthcoming year	Move to another un-booked site within the 5 day period.
Member	Within 5 days of original arrival as per your invoice.	Can apply from day 6 until Feb 28th
Non-member	Within 5 days of original arrival as per your invoice.	Can apply from day 6 until Feb 28th

<u>Guests that were not on the resort.</u>			
	Advance payment due for the same site / chalet for the same period in the forthcoming year	Move to another site.	Application forms – e-mail & requests
Member	Applications accepted from day 5 of arrival	Expire Feb 28th	
Non-member	Cannot book before bookings open on 01 March	N/A	Non-members :Can make application from 01 March for December bookings

Current bookings cannot be transferred to the forthcoming year.

Advance booking fees are as follows: (Application forms available in the office)

- Camping is R350.00 for the first block and R550.00 for the second block.
- Chalets are R350.00 for 1 week, R550.00 for 2 weeks, R700.00 for 3 weeks, R850.00 4 weeks.
- Advance payment deposits are not refundable.
- Members and non-members that are on the resort get first option to book for the following year. At the expiry of the 5 day grace period members that were not on the resort will have the option to book for the following year. Non- members not on the resort will have the opportunity to book from 01st March.
- Bookings can be made at TO Strand by completing the relevant application form or by making use of the facility provided on our web site.
- Payments received for bookings that may be cancelled or postponed can only be transferred to another period that falls within the same financial year and then only by first obtaining written approval.
- Take note that no bookings may be transferred over to family or friends.

Normal bookings

- Only one booking / per family is permitted , should you require more than one site or chalet the persons that are going to be on that particular site are required to complete their own application
- Should a promotion be offered that may fall during the same period as your booking your booking cannot be transferred to the promotional tariff.
- Please take note that if a booking is cancelled or postponed more than two times you may be subject to a R70.00 administration fee for your following booking. No bookings may be transferred to another financial year period.

Cancellation policy

- A cancellation fee of 20% including the admin fee will be withheld from the total amount already received if the booking is cancelled more than 30 days before arrival. This policy is applicable to bookings that are postponed to a different date.
- A cancellation fee of 100% will be withheld from your original deposit if the booking is cancelled less than 30 days before arrival. If all the conditions in terms of this policy are not met the booking may be cancelled without prior notice and all deposits will be forfeited.
- Where there may be extenuating circumstances as in ill health or death which results in the cancellation of a booking written application must be made which will be forwarded to TO Strand management for deliberation.
- Deposits may not be paid off in instalments. If the stipulated payment dates are not met the booking will be cancelled.

Retired members

Herewith the conditions for resting members:

1. The provisions regarding benefits for TO members have gone up in the SAOU as it currently looks
2. The benefits associated with Resting Membership have been amended and included by the NUR
However, to assume that the type of benefits are forever unchangeable is not realistic

The modified benefits are as follows:

1. That pensioners are defined as follows:
 - a. At least 5 years of continuous membership at the date of last active membership, i.e. monthly membership contributions during the preceding 60 months, and
 - b. the retirement is considered a bona fide retirement.
2. That we offer lifetime membership for pensioners.
3. That the cost is free.
4. That they receive the following benefits:
 - a. Bookings at TO Strand at membership rate, but will only apply during the off-season and not during the high, peak and high peak seasons. However, the various boards will offset this aspect from time to time as the SAOU has no direct control over the company.