



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 Sep	14 Days before arrival
<u>March / April</u> (Guest not on the resort)	Advance booking fee not applicable	After Season	35% Within 7 days of booking	35% - 1 Sep	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 Sep	35% - 31 Jan	14 Days before arrival
<u>June/July</u> (Guest not on the resort)	Advance booking fee not applicable	After Season	35% Within 7 days of booking	35% - 31 Jan	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 Nov	35% - 1 Feb	14 Days before arrival
<u>September</u> (Guest not on the resort)	Advance booking fee not applicable	After Season	35% Within 7 days of booking	35% - 1 Feb	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% - 28 Feb	35% - 30 June	14 Days before arrival
<u>December</u> (Guest not on the resort) Members	5 Days after block arrival date	N/A	35% Within 7 days of booking	35% - 30 June	14 Days before arrival
<u>December</u> (Guest not on the resort) Non-member	N/A	1 March	35% Within 7 days of booking	35% - 1 Oct	14 Days before arrival
Normal out of season bookings	No Advance booking fee applicable	N/A	35% Within 7 days of booking or 100% if arrival is within 14 days	N/A	14 Days before arrival
Groups & conferences			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

Advance Booking Procedure:

- Members and non-members that are on the resort get first option to book for the following year. 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 as per your invoice. The advance booking application must be received within the stipulated time period.
- Guests on the resort can apply on day 6 to move to another chalet or camping sites until the end of Feb.
- Members can make an advance booking for the following year from day 6 of the 5 day period.
- Non- members not on the resort will have the opportunity to book from 01st March.
- Advance bookings cannot be transferred to the following year if the reservation does not materialize for whatever reason.
- 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.

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

- Camping is R380.00 for one block and R580.00 for two blocks.
- Chalets are R380.00 for 1 week, R580.00 for 2 weeks, R730.00 for 3 weeks, R880.00 4 weeks.
- Advance payment deposits are not refundable.
- Take note that no bookings may be transferred over to family or friends.

Standard 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.
- No bookings may be transferred to another financial year period.
- No bookings may be postponed.
The booking will be cancelled and deposit amount will be transferred to your new booking. You will forfeit the R80 administration fee on your old booking. An administration fee of R80 will be charged on your new booking.
- 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.

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 installments. If the stipulated payment dates are not met the booking will be cancelled.

Retired members

Herewith the conditions for retired members:

1. The provisions regarding benefits for TO members have gone up in the SAOU as it currently looks
2. The benefits associated with Retired 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.