



## Payment Policy – TO Strand

Period	Advance Fee Accepted-Once off fee non refundable	Bookings open	Deposit 1	Deposit 2	Final Payment
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
<u>December</u> (Guest on the resort)	5 Days from your original arrival date as per your invoice (Check office hours)	N/A	35% - 28 Feb	35% - 30 June	14 Days before arrival
<u>December</u> (Guest not on the resort) <b>Members</b>	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) <b>Non-member</b>	N/A	1 March	35% Within 7 days of booking	35% - 1 Oct	14 Days before arrival

### **December Advance Booking Procedure for December guests on the resort:**

- 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 camping site / chalet for the same block booking 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 28 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 1<sup>st</sup> 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.

### **2022 Advance booking fees are as follows:**

- Camping sites: 2 Weeks R400.00 and 4 Weeks R620.00
- Chalets: 1 Week R400.00, 2 Weeks R620.00 and 3 Weeks R730.
- 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.
- Shifting of booking dates, works as follow:  
The booking will be cancelled as per our cancellation policy including the administration fee (R90.00) which will be deducted.  
A new booking will be made and a new administration fee (R90.00) will be charged on your booking.
- Take note that no bookings may be transferred over to family or friends.

### **Cancellation policy**

- Should the booking be cancelled prior to 1 month of arrival, a cancellation fee of 20% including the administration fee will be deducted from the deposit received.
- Should the booking be cancelled within 1 month of arrival, the full deposit received will be forfeited.
- Should the deposit policy/schedule not be adhered to, the booking will be cancelled without notice and all advantages with regards to the advance booking will be lost.
- 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 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.

Modified: 3 February 2023