

TERMS & CONDITIONS

RESERVATION POLICY:

- Reservation to be confirmed with a credit card number, expiry date and the 3 digit security code which appears on the back of the credit card.
- A 50% deposit of the entire stay is required upon confirmation.

NO SHOW:

- In the event of a no show, 100% of the entire booking will be charged for.

PREMATURE DEPARTURE:

- Should the departure be premature, the full extent of stay as originally booked and confirmed will be charged for.

DAMAGE TO PROPERTY:

- The guest will be responsible in the event of any damages to The Cove property and will be charged a replacement cost or cost to repair.

INSURANCE:

- It is the guests responsibility to take out appropriate personal travel insurance.

LIABILITY:

- The Cove and its owners and/or employees do not accept any liability for theft, loss, injury or damage howsoever arising or sustained by any person in and around the premises.

CHILD POLICY:

- All ages welcome.
- 0-2 year stay free, 3 to 10 years pay 50% of the sharing rate.

ARRIVAL AND DEPARTURE:

- Arrival : 2PM.
- Guests will be met anytime prior to 17h00, thereafter special arrangements will be made.
- Departure : 10AM.
- Late departure will not be permissible unless prearranged

CANCELLATION POLICY

- Cancellations must be confirmed in writing.
- Cancellation 7 days or less prior to arrival – forfeit 100% of the deposit
- Cancellation 8 - 14 days prior to arrival - forfeit 50% of the deposit
- Cancellation from 15 days to 30 days - forfeit 25% of the deposit