



Adinvale (Pty) Ltd
T/A Sondéla Nature Reserve
Tel: 014 736 8800
Fax: 014 736 8850
PO Box 22
WARMBATHS, 0480

Reg No: 69/06596/07

CLIENT:		
ADDRESS:		
CONTACT PERSON:	Cell :	
	Email :	
DATES:	Arrival:	
	Departure:	
NO. OF DELEGATES:		
YOUR SONDELA CO-ORDINATOR:		

TERMS AND CONDITIONS FOR A GROUP/CONFERENCE BOOKING

1. PACKAGES
 - 1.1 Day Package
Day Packages include: Lunch, Tea/Coffee with snacks, venue hire, standard equipment, 15% VAT.
 - 1.2 Overnight Package
Overnight Packages include (per day): Breakfast, Lunch, Dinner, Tea/Coffee with snacks, accommodation, venue hire, standard equipment, 15% VAT.
2. RESERVATIONS / ROOMING LIST
 - 2.1 The total number of rooms reserved for the group must be confirmed no later than 30 days prior to arrival.
 - 2.2 The final list of all guests, indicating each guest's initials and surname and which guests will be sharing an accommodation unit, is required in writing no later than 14 days prior to date of arrival.
 - 2.3 Any provisional booking made will be automatically cancelled should the required deposit not be received by the specified time.
 - 2.4 Check-in time for accommodation is from 15:00 and check-out time is strictly before 10:00.
 - 2.5 Management reserves the right to change the conference location booked or accommodation units allocated should the need to do so arise due to unforeseen circumstances.

3. PROGRAMME AND CATERING REQUIREMENTS

3.1 Catering requirements will be finalized in writing following the acceptance of this agreement and will be considered to be an addendum to this document.

3.2 A detailed written programme of the planned events for the group must be received no later than 14 days prior to the date of arrival.

3.3 Failure to supply this information at the correct time may result in Sondela Nature Reserve being unable to arrange or provide the requested arrangements or activities.

3.4 Any special arrangements or special food requirements must be finalized as soon as possible.

3.5 A copy of the final function sheet will be forwarded to the Client's authorized contact person, as above, for approval prior to the arrival of the group. This function sheet must be signed by the Client's authorized representative in order to confirm their approval of the final arrangements.

4. DEPOSIT AND PAYMENT POLICY

4.1 Booking Deposit

Bookings made 30 days or more prior to arrival date:

A 100% deposit will be payable 48 HOURS after making the booking.

4.2 Your booking deposit/proof of payment is due on **Date** Should this amount not be received by the date specified above, management reserves the right to cancel the provisional booking made on your behalf.

4.3 A key and breakage deposit of R100 per accommodation unit will be required upon check-in.

4.4 Account Details

Account Name: Sondela Nature Reserve

Bank: First National Bank, Bela Bela

Branch Code: 260347

Account No: 542 0001 8842

Please fax a copy of the order number/travel voucher/deposit confirmation to

014 736 3501. PLEASE NOTE - CREDIT CARD AND INTERNET PAYMENTS ONLY.

4.5 It is the sole responsibility of the client to ensure payments are made on the due dates.

4.6 Unless otherwise specifically instructed, all services and additional items of whatsoever nature which are not included in the approved quotation and which are provided to guests accompanying the client, shall be accrued to the account of the client and shall be billed on the client's master account. The client will be held liable for any such additional costs.

4.7 Any outstanding balance from additional services or goods rendered to the client during the course of this visit **must be settled in full prior to departure – no exceptions.**

4.8 The cost of missing items or breakages which occur at the accommodation unit will be treated as an additional item and charged to the master account of the client. It will be the client's own responsibility to recover these costs from the guests or delegates involved.

4.9 Should any amount remain outstanding after departure, an account will be forwarded by registered mail to the client, which account shall be payable within 14 days of the date thereof. Interest will accrue on an unpaid account @ 30% per annum, calculated from the date of departure.

4.10 Where the client has contracted a third party such as a PCO or Travel Agent to reserve or co-ordinate this booking, the client remains the principal party within this agreement and shall remain responsible at all times for the settlement of any amounts due in terms of this agreement.

5. CANCELLATIONS AND CHANGES

- 5.1 The following cancellation fees will be applicable upon cancellation of a reservation:
- 5.1.1 A minimum fee of 25% of the deposit, official order number or travel voucher will be charged for any cancellation.
- 5.1.2 A cancellation occurring less than 45 days but more than 21 days prior to arrival date:
50% of the deposit, official order number or travel voucher will be forfeited.
- 5.1.3 A cancellation occurring less than 21 days prior to arrival date:
The entire amount will be forfeited and the client will have this amount charged to its master account.
- 5.2 Changes to dates can only be accommodated by agreement and according to availability. No changes whatsoever within 60 days of scheduled arrival.
- 5.3 Unless confirmed in writing in excess of 30 days of scheduled arrival, all reserved accommodation and booked services shall be payable in full.

6. GENERAL

- 6.1 While every precaution is taken to ensure the safeguarding of equipment left in our care, Sondela Nature Reserve cannot be held responsible for any loss or damage whatsoever which may occur.
- 6.2 No cooler boxes will be allowed at any meals – no exception. Strictly cash bars only.
- 6.3 All guests or delegates shall comply with and be bound by the Resort House Rules, attached.
- 6.4 All guests and delegates indemnify Sondela from any claims arising out of the publication/distribution or usage of any photographic or video material wherein a guest or delegate is depicted, unless other wisely stipulated and agreed in writing with Sondela at the booking of accommodation.

7. DOMICILIA AND NOTICES

- 7.1 All communication and notices in respect of this booking and the agreement shall be addressed to the offices of the client and Sondela Nature Reserve at the contact numbers and addresses detailed above.

Client Representative:

Please initial each page and sign hereunder in order to confirm acceptance of the terms and conditions herein.

I, _____, acting with authority on behalf of the client, hereby agree to the terms and conditions detailed above.

Signature of Client's authorized representative

Date