



### **Covid-19 Terms and Conditions**

As with all good things in life, there are a few, small asterisks attached to making a booking with Rouge on Rose. Due to COVID-19 and the topsy turvy world we live in now; we have made our cancellation policy a little friendlier to provide our guests with peace of mind and security. Our Covid-19 cancellation policy will only apply to bookings that book and stay between 1st April 2019 to the 31st of August 2022. Thereafter our general cancellation policy will come into effect.

### **Cancellation Policy - COVID-19**

Canceling confirmed reservations due to COVID-19 are subject to the following:

- 30 - 4 days prior to arrival - Free cancellation.
- 3 - 1 day prior to arrival - 100% due.
- Cancellation on arrival - 100% due.
- Non-arrival (no show) - 100% due

Rouge on Rose reserves the right to request proof of a valid COVID-19 cancellation.

Should your cancellation not be COVID-19 related, our general cancellation policy will come into effect.

## **Cancellation Policy - General**

- 30 - 15 days prior to arrival - 50% due.
- 14 - 1 day prior to arrival - 100% due.
- Cancellation on arrival day - 100% due.
- Non-arrival (no show) - 100% due.

If a booking is canceled and the deposit has been paid - there will be a 10% non-refundable service fee.

A refund and waiver of our cancellation policy are at the discretion of the management and the ability to resell the room. All payments must be made in South African Rands (ZAR) directly to us. Should payment not be timeously received, Rouge on Rose Boutique Hotel reserves the right to automatically cancel the reserved accommodation and at the same time reserves the right to cancel or refuse to accept further bookings.

**Terms and Conditions:** - Applies to the COVID-19 policy too.

- Rates are subject to change without prior notice.
- All rates will be confirmed upon reservation.
- Room type is subject to availability.
- A 50% deposit is required upon confirmation of booking of 2-nights or more to secure the reservation. - Refundable under COVID-19 policy.
- A 100% deposit is required upon confirmation of a 1- night booking to secure the reservation. - Refundable under COVID-19 policy.
- We are a non-smoking establishment.
- Check-in is at 14 pm.
- Check-out is at 11 am