

# Holiday Makers

## 1. Deposits And Payments

- 1.1 A 50% deposit on the entire booking is required when submitting the completed booking form.
- 1.2 Only once the deposit has been received will the booking request be confirmed.
- 1.3 Until such time as the full deposit is received, the booking request remains provisional. All bookings are confirmed on a "first-come-first-served" basis with payment of required deposit.
- 1.4 Outstanding balance is due in full 15 days prior to arrival.
- 1.5 Where outstanding balance is not paid timeously, the booking shall be adjusted to cover full payment that was due, i.e. number of guests / flats / days may be reduced so as to ensure full payment is covered for the period booked.
- 1.6 All payments can be made to the following bank account:

University of Cape Town  
Standard Bank  
Account: 071482458  
Branch: Rondebosch, 25009

- 1.7 Please fax a copy of the bank statement as proof of payment to 021 685 2629 or email to [vac-accom@uct.ac.za](mailto:vac-accom@uct.ac.za). Without this proof we will not confirm your booking or updated payment of an existing booking.

## 2. Cancellation Policy And Refunds

- 2.1 If cancelled in writing 60 days prior to arrival, whether full or part cancellation, the following will apply: 10% of deposit paid to date is non-refundable, or a minimum of R 500, whichever is the greater of the two.
- 2.2 If cancellation is made in writing 30 days prior to arrival, the following shall apply: entire deposit shall be non-refundable. Where more than the 50% deposit has been paid, the balance shall be refunded.
- 2.3 If cancellation is made in writing 15 days or less prior to arrival (where outstanding balance has been paid) the following shall apply: the entire cost of the stay that has been paid is non-refundable and where there is a balance due, the person responsible for the booking will be liable to pay the outstanding balance due to the University.

## 3. Terms And Conditions

- 3.1 This office reserves the right to book accommodation in the best available residence that is chosen sound commercial groups and will notify the group or individual of the residence allocation at the time the booking request is made.
- 3.2 Where deposits are not paid on time, or the guest numbers drop below 60% of the original booking request, the Vacation Accommodation Office reserves the right to re-allocate the group or individual to the next best available residence.
- 3.3 Where the group or individual responsible for the booking process does not follow the policy relating to the cancellation procedures, then the Vacation Accommodation Office reserves the right to charge for all no shows or early departures, late arrivals as well as any meals not taken but booked for.

- 3.4 Where clause 3.3 is applicable, the group organiser or individual responsible for the booking shall make full payment to the Vacation Office, for failing to follow the set cancellation policies and procedures. Any outstanding invoices relating to clause 3.3 above shall be settled with this office no later than 30 days from the date the invoice was rendered.
- 3.5 Serious illness or death in the family leading to full or part cancellation:
- The above condition where applicable, should be communicated directly to the Vacation Accommodation Office in writing.
  - All official documentation must accompany the request for part or full cancellation.
  - If no official supporting documentation then the request cannot be considered.
  - Upon receiving all necessary documentation, the Vacation Accommodation office, shall consider an appropriate refund on any monies received to date.
  - The application for a refund is considered on a case by case basis, the merits of each case shall determine what, if any, refund can be made for a cancellation of any bookings made.

#### **4. Waiting Period For Refunds a(Where Applicable)**

- 4.1 Upon a refund request being received by the Vacation Accommodation Office, the group organiser or individual responsible can expect to wait approximately 6 to 8 weeks before the matter is finalised.
- 4.2 The waiting period is also determined by the following:
- Submission of all necessary supporting documentation.
  - Provision of correct banking details (if refund is granted).
  - The correct address to where the refund cheque will be posted.
  - The refund can only be processed to the person on the original booking form as it reflects on the University's financial system