



Web address: [www.dehoopcollection.com](http://www.dehoopcollection.com)  
Facebook: [www.facebook.com/dehoopcollection](http://www.facebook.com/dehoopcollection)

**De Hoop Opstal (Pty) Ltd**  
Private Bag X18  
Bredasdorp  
7280  
Tel: +27 (21) 422 4522 Fax: +27(0)86 575 0405  
VAT No: 4390250753  
Company Reg. No: 2007/029255/07

## Terms and Conditions

### Method(s) of Payment:

1. CREDIT CARD Please see attached credit card authorisation form, to be completed and faxed back to fax no. +27 (0)86 575 0405.
2. BANK TRANSFERS **DE HOOP OPSTAL COLLECTION**  
Standard Bank, Midrand, Johannesburg.  
Account Number : 081865473      Branch Code: 001155      SWIFT Code: SBZAZAJJ  
Please fax a copy of the deposit slip once the monies have been transferred to fax no.+27 (0)86 575 0405.  
Please ensure that your reservation number is *clearly* displayed on the deposit slip.  
Please note that when paying via EFT with foreign currencies that all bank charges are for your account.

### Deposits & Payments:

For advanced bookings (45 and more days prior to stay) a 50% deposit must be paid immediately, where after The De Hoop Collection/Cape Nature will confirm the booking. The 50% balance is payable 45 days prior to stay.

For bookings made less than 45 days prior to stay full payment must be received immediately, where after The De Hoop Collection/Cape Nature will confirm the booking.

The De Hoop Collection/Cape Nature reserves the right to automatically release reservations being held for which payment has not been received.

### Cancellation Policy:

Our cancellation policy is as follows:

- Cancellation six weeks or less before arrival – 75% of full amount will be forfeited.
- Cancellation two weeks or less before arrival – 100% of the full amount will be forfeited.

### Damage / Loss / Death:

It is a distinct condition of admission to any protected area, that the De Hoop Collection/Cape Nature and the property owners accept no responsibility or liability arising from a visit (s) howsoever caused:

- For any death, injury or illness sustained or suffered by any person
- For theft/loss/damage to any property, whether allegedly due to the negligence of the board/officers/employees/agents or arising from the use of any facilities supplied/made available.
- From any alleged defect in any utensil/equipment/services/vessel/vehicle.
- From any other conveyance supplied/made available, or from any liquid/food supplied
- From any other matter arising, in any other manner and from any other cause whatsoever.

### Responsibility Clause:

Neither The De Hoop Collection/Cape Nature nor any person acting for, through or on behalf of the Company, shall be liable for any loss or damage whatsoever arising from any cause whatsoever and shall particularly not be responsible for loss or damage arising from any errors or omissions contained in its brochures or any other literature, non-acceptance of booking conditions, loss or damage caused by delays, sickness, injury, death, whether occasioned by negligence or not. In addition The De Hoop Collection/Cape Nature shall have the right at any time at it's discretion to cancel or alter accommodation, price or details whether rendered illegal, inadvisable by weather, strikes, war, government interference of any cause

whatsoever, or incompatible behaviour of the client. The extra expense incurred as a result thereof shall be the responsibility of the client who shall not be entitled to any refund. The agent shall be held responsible for all payment.

**Breaking of the reserve rules:**

De Hoop Collection/Cape Nature reserves the right to deny access or to evict guests who do not adhere to the rules and regulations of the De Hoop Collection/Cape Nature and/or its reserves. Money paid for these bookings will be forfeited.

These rules include, but are not limited to the following:

- No pets allowed on reserves,
- No collection of bait, removing, damaging or disturbing of fauna or flora
- Rowdy or unwanted behaviour
- Exceeding the guest quantity of booking

You enter the reserve at your own risk and De Hoop Collection/Cape Nature will not be held liable for any loss/damages sustained.

Please refer to the booking terms and conditions.

Thank you for your support. Enjoy the nature.

Many thanks for your reservation.

**Samantha**