



BOOKING & CANCELLATION POLICY

Your comfort. Our commitment.

IMPORTANT: This policy applies to reservations made through the Twenty on Eighth Farm Lodge website, social media platforms, direct communication, or any soft copy of this policy provided to a guest.

1. PURPOSE AND ACCEPTANCE

This agreement sets out the booking terms and conditions pertaining to the Twenty on Eighth Farm Lodge website and/or any soft copy of this policy provided to you. This agreement is valid, binding and enforceable against all persons who access this agreement or any part thereof.

Please read this agreement carefully. By proceeding with a reservation, making payment, accessing or continuing to use the website or social media platforms after this policy has been made available, you will be taken to have agreed to be bound by its provisions.

If you do not agree to be bound by this agreement, you must indicate so and must not proceed with the reservation or further use of the relevant website or platform. Further use will automatically constitute acceptance of this agreement, notwithstanding any disagreement you may have with any of its terms.

2. ABOUT TWENTY ON EIGHTH FARM LODGE

Twenty on Eighth Farm Lodge is a privately owned lodge operating within the South African tourism industry. Subject to receipt of the required payment, requests for accommodation will be processed within a reasonable time frame after receipt thereof.

A reservation is confirmed by way of an email, SMS or WhatsApp message containing a booking ID. A booking is not considered confirmed until the applicable payment or deposit has been received.

3. BOOKING AND PAYMENT

Payment confirms reservation	A reservation is confirmed only once the required payment or deposit has been received.
Early booking deposit	A 60% deposit is required to secure the booking. The balance is due on or before 3 weeks prior to the date of arrival.
Same-day booking	Subject to availability and requires full payment to confirm the reservation.
Proof of payment	Proof of payment must be provided immediately after payment to secure the reservation.
Payment methods	Payment may be made by Visa or MasterCard credit card or by direct bank deposit.

Currency	Transaction currency is South African Rand (ZAR). The merchant outlet country at the time of presenting payment options to the cardholder is South Africa.
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4. CANCELLATION PRIOR TO ARRIVAL

Cancellations are subject to the following charges. The applicable period is calculated with reference to the scheduled arrival date.

Cancellation period	Amount payable / refund
28 days or more before arrival	7% of the deposit will be withheld as an administration fee. The remaining refundable amount will be processed in accordance with this policy.
27–15 days before arrival	70% of the full amount of the stay is payable.
14–11 days before arrival	90% of the full amount of the stay is payable.
10 days or less before arrival	The total amount of the stay is payable and is non-refundable.

Refund administration fee: All refunds will be subject to a 7% administration fee.

5. ARRIVAL, DEPARTURE AND ACCOMMODATION

- **Check-in:** 15:00.
- **Check-out:** 10:00.
- **Early check-in / late check-out:** Available only by prior arrangement and agreement with management and may attract an additional charge.
- **Late check-in:** For arrivals after 20:00, guests must inform management in advance.
- **Identity document:** A valid form of identification must be presented upon check-in.
- **No-shows and early departures:** No-shows and early departures will be charged in full.

6. BEDDING, TOWELS, MAKE-UP AND FOOD / DRINKS

Make-up, cosmetics and ink: Foundation, powder, lipstick, mascara, make-up, body make-up, hair products containing strong pigments, ink and similar substances are not permitted on bedding, towels, linen or other lodge textiles.

Charges for non-compliance: Any staining, damage or cleaning requirement arising from make-up, foundation, powder, ink or similar substances will be charged to the guest's account. Guests are liable for the reasonable cost of cleaning, replacement or repair where applicable.

No eating or drinking on beds: Eating or drinking on beds is not permitted, particularly greasy foods, wine, tea, coffee and other beverages or foods likely to stain linen. Any resulting cleaning, damage or replacement costs will be charged to the guest's account.

Housekeeping: No make-up service is provided on bedding and towels as part of the standard stay. Additional requests may be charged.

7. DAMAGES AND LOST PROPERTY

Guests are liable for any damage or breakage to property, fixtures, furnishings, linen, towels or equipment caused during their stay. Lost room keys will be charged. Guests must return all keys upon check-out.

8. GUEST CONDUCT AND HOUSE RULES

Quiet hours. No noise or loud music is permitted between 22:00 and 08:00. Guests must respect other guests.

Respect & privacy. Guests must respect the privacy, comfort and property of other guests and staff.

General conduct. Management reserves the right to refuse accommodation or request any person to leave the premises for misconduct or violation of lodge rules.

Property care. Guests must use rooms, furnishings, equipment and lodge facilities responsibly and report damage or faults to management promptly.

9. CHANGES TO THIS AGREEMENT

Twenty on Eighth Farm Lodge reserves the right, in its sole discretion, to vary this agreement or any part thereof at any time without prior notice or justification.

It is your responsibility to check the lodge website or request the current policy directly from management periodically for changes. You are encouraged to review this agreement at the inception of each reservation or website session.

Any changes will come into effect once posted on the website or relevant social media pages. You will be deemed to have accepted such changes if you continue to use the website or social media platforms after they have been posted.

10. RESERVATION CONFIRMATION

The lodge will process accommodation requests within a reasonable time frame after receipt of the applicable payment. Confirmation will be sent by email, SMS or WhatsApp and will contain a booking ID. Guests should retain this confirmation and present the booking ID when required.

11. ACKNOWLEDGEMENT AND ACCEPTANCE

- I/We understand that payment and/or proceeding with a reservation constitutes acceptance of this Booking & Cancellation Policy.
- I/We understand the cancellation charges and refund administration fee applicable to my/our booking.
- I/We understand that stains or damage caused by make-up, foundation, powder, ink, food, wine, tea, coffee or similar substances may be charged to my/our account.
- I/We agree to comply with the lodge's house rules and to respect other guests, staff and lodge property.

By making payment, submitting a reservation request, accessing this policy, or continuing to use the Twenty on Eighth Farm Lodge website or social media platforms, the guest acknowledges and agrees to be bound by this policy.

CONTACT TWENTY ON EIGHTH FARM LODGE

Address	01 Ngotwane Industrial, Pella, Tampostad, North West, 2890
Telephone	+27 67 863 0883 +27 67 325 4693
Facebook	20 on 8th Farm Lodge
Instagram	twenty_on_eighth

Thank you for choosing Twenty on Eighth Farm Lodge. We look forward to hosting you!