



The Wilds Lodge

Mpame (Transkei WildCoast)

BOOKING POLICY

- Please make bookings with our admin office via email or telephone. The contact details are on the website (www.thewilds.co.za).
- A 15% deposit is required to secure your booking and is required within 48hrs following the reservation booking. Final payment needs to be made seven days before arrival. The Wilds reserves the right to cancel the booking should payment not be received.
- We **do not** ask for refundable breakages/damages deposit, but breakages/damages incurred will be recovered from the person who made the booking.
 - Should patrons be aware of breakages/damages during their stay, they must notify the lodge staff and admin office as soon as possible.
- Please note that for last-minute reservations, full payment is due on the day of the booking. Provisional bookings hold for three days, which is automatically released if not confirmed.
- Rates are not guaranteed until the booking is confirmed.

CANCELLATIONS

- Only written cancellations are accepted. Please ensure you receive acknowledgement of cancellation (by way of email) from our admin office.
- The cancellation fee is a percentage of the total accommodation account.
 - Up to 30 days before arrival: 10% cancellation fees
 - 29 - 15 days before arrival: 25% cancellation fees
 - 14 - 5 days before arrival: 45% cancellation fees
 - 4 – 0 days before arrival: 75% cancellation fees

PLEASE NOTE:

- THE CANCELLATION FEE IS **WAIVED** IN CASES WHERE A RE-BOOKING IS MADE.

Bank Details for payment to be made to:

- Bank: MERCANTILE BANK
- Account Type: Cheque
- Account name: The Wilds
- Account number: 1050894987
- Branch number: 450105
- Reference: 'As stated on Quote'