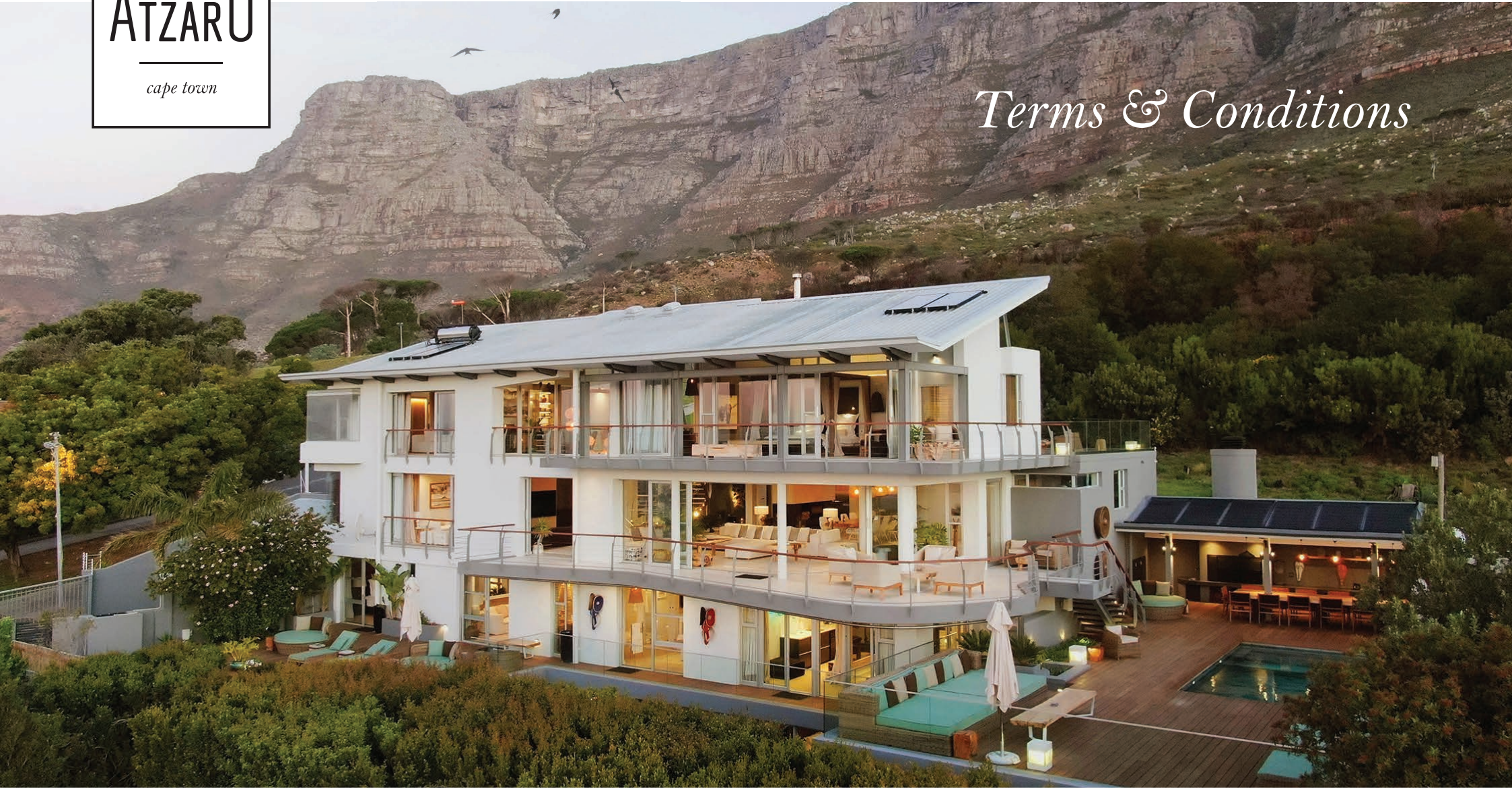




Terms & Conditions



Atzaró Cape Town – Small Luxury Hotel

Inclusions:

- Accommodation
- Breakfast
- Initially stocked minibar and suite snacks
- Water, Tea & Coffee
- Wi-Fi
- Personal laundry
- Swimming pool, Gym and Sauna
- 24-hour staff
- Concierge & Safari Concierge services

Exclusions:

- All transfers and Transport
- Lunch and Dinner
- Selected alcohol and drinks
- Spa and Massage treatments

Minimum night stay:

- No minimum stay required.

Check-in and Check-out:

Check - in time: 14:00

Check - out time: 11:00

Earlier check in times, and later check out times are only possible if Atzaró Cape Town has an empty night before or after. If guests need a guaranteed earlier or late time, a additional night stay needs to be booked before or after.

Reservation and Payment:

- A 25% deposit is payable on confirmation of the booking.
- The remainder of the stay is payable upon check-out.
- Booking will be confirmed when the deposit is received.
- If a deposit is not received the booking may be released at any time.

Payment options:

- Payment for accommodation can be made either via direct wire transfer or Electronic Funds Transfer (EFT).
- There is a 2% admin fee on all credit card transactions.
- Payment must be made in South African Rand (ZAR), NET of bank charges (bank charges to be paid by the payer).
- Credit card facilities on premises.

Provisional bookings:

Provisional bookings will be held for 10 days from the date of enquiry. Failure to confirm the arrangements held within 10 days in writing, may result in provisionally held space being automatically released without prior notice.

Where another booking is wait-listed against the original provisional booking, Atzaró Cape Town reserves the right to request that the original provisionally held reservation be either confirmed or released within 48 hours.

Cancellation fees:

- A 5% administration fee, based on the full value of the stay, will be charged if canceled more than 14 days prior to arrival.
- 100% of the deposit paid will be charged if canceled less than 14 days prior to arrival.

Children Policy:

Children of all ages are welcome at Atzaró Cape Town but should be under permanent parental supervision. Parents should note that Atzaró Cape Town has several staircases with no child safety gates or guarded swimming pool.

Children over 16 years of age are considered as adults.

Please note none of the bedrooms have extra beds for children and would have to take room capacity.

2 Camper cots are available for infants.

Please note:

Rates are subject to change at any time, or on circumstances outside our control.

All reservations and amendments must be confirmed to Atzaró Cape Town in writing on email.

Accurate guest information including all special requests, meal requests, chef services, dietary requirements must be received 1 month prior to the guest's arrival.

All reservations are subject to the Atzaró Cape Town cancellation policy.

Atzaró Cape Town – Exclusive Use

Inclusions:

- Accommodation
- Breakfast
- Initially stocked minibar and suite snacks
- Water, Tea & Coffee
- Wi-Fi
- Personal Laundry
- Daily Housekeeping
- Food & Beverage Purchasing
- Swimming pool, Gym and Sauna
- 24-hour staff
- Concierge & Safari Concierge services

Exclusions:

- All transfers and Transport
- Lunch and Dinner
- Selected alcohol and drinks
- Spa and Massage treatments

Minimum night stay:

- A minimum stay of 3 nights stay is required.
- A minimum stay of 5 nights is required from 15 December - 15 January

Check-in Times:

Check - in time: 15:00

Check - out time: 11:00

Earlier check in times, and later check out times are only possible if Atzaró Cape Town has an empty night before or after. If guests need a guaranteed earlier or late time, a additional night stay need to be booked before or after.

Occupancy:

Total suites: 6 (including a family suite that consists of 2 rooms)

Total number of guests: 14

King size beds: 3 Suites

King beds that can split to 2 singles: 3 Suites

Double bed: 1 Suite

Reservation & Payment:

- A 25% deposit is payable on confirmation of the booking.
- The remainder of the stay is payable 60 days prior to arrival.
- Booking will be confirmed when the deposit is received.
- If a deposit is not received the booking may be released at any time.

Payment options:

- Payment for accommodation can be made either via direct wire transfer or Electronic Funds Transfer (EFT).
- There is a 2% admin fee on all credit card transactions.
- Payment must be made in South African Rand (ZAR), NET of bank charges (bank charges to be paid by the payor).
- Credit card facilities on premises.

Provisional bookings:

Provisional bookings will be held for 10 days from the date of enquiry. Failure to confirm the arrangements held within 10 days in writing, may result in provisionally held space being automatically released without prior notice.

Where another booking is wait-listed against the original provisional booking, Atzaró Cape Town reserves the right to request that the original provisionally held reservation be either confirmed or released within 48 hours.

Cancellation Policy

- A 5% administration fee, based on the full value of the stay, will be charged if cancelled more than 60 days prior to arrival.
- 100% of the booking value will be payable if it is cancelled less than 60 days prior to arrival.
- 100% of the value of the transfers or activities will be payable if cancelled less than 60 days prior to arrival.

Peak Season (20 December - 5 January)

- A 25% non-refundable and non-transferable deposit is payable with confirmation of booking
- Full balance due 90 days prior to arrival. If full payment is not received by the due date, the booking will be cancelled and the deposit forfeited.

Children Policy:

Children of all ages are welcome at Atzaró Cape Town but should be under permanent parental supervision. Parents should note that Atzaró Cape Town has several staircases with no children safety gates or guarded swimming pool.

Children over 16 years of age are considered as adults.

Please note none of the bedrooms have extra beds for children and would have to take room capacity. 2 Camper cots are available for infants.

Please note:

Rates are subject to change at any time, or on circumstances outside our control.

All reservations and amendments must be confirmed to Atzaró Cape Town in writing on email.

Accurate guest information including all special requests, meal requests, chef services, dietary requirements must be received 1 month prior to the guest's arrival.

All reservations are subject to the Atzaró Cape Town cancellation policy. Payment must be made in full 60 days prior to guests' arrival.