



**Check-in and Check-out:** 14h00 / 11h00

**Child and Pet Policy:**

- Children over 12 years of age are welcome at Ellerman House.
- Children of all ages are welcome in Villa One and over 8 years of age in Villa Two.
- No pets allowed.

**Reservations:**

- Please note that all rates are quoted in ZAR (Rand) and are subject to change.
- Rates are quoted inclusive of VAT at 15%, where applicable (subject to change).
- All major credit cards are accepted.

**Confirmation and Payment:**

- Written confirmation is needed within 14 days of reservation, failing which Ellerman House reserves the right to cancel the reservation.
- 20% non-refundable deposit of accommodation is required on receipt of written confirmation.
- The full balance of accommodation is payable 6 weeks prior to the date of arrival.

**Cancellations:**

- All bookings confirmed in writing will be liable for 20% of full accommodation if cancelled earlier than 31 days of arrival.
- 50% of full accommodation is payable if cancellations are made within 30 days of arrival.
- The full accommodation account is payable if cancellations are made within 7 days of date of arrival.
- In the event of premature departure the full duration of the stay, as originally booked and confirmed, will apply.
- Refunds of deposits/prepayments for bookings are at the discretion of management and are dependent on the ability to re-sell the room/s.

**Minimum length of stay restrictions:**

- Minimum length restrictions will be applied to the following periods on a stay through basis:
- Minimum 5 night stay: 20 December – 10 January.
- Minimum 3 night stay: 11 January – 28 February.

**Rates include:**

- Too many to list here; please view inclusions on our website or ask our friendly reservations team.

**Rates exclude:**

- Lunch and dinner, wine, Champagne and invited guests' meals and drinks.

