

Pine Lake Marina Accommodation Terms and Conditions

1. Cancellation policy:
 - a) Cancellations more than 30 days prior to arrival – 10% of booking value will be charged.
 - b) Cancellations less than 30 days, but more than 7 days prior to arrival - 50% of all amounts paid will be charged.
 - c) Cancellation 7 days or less prior to arrival – 100% of all amounts paid will be charged
 - d) Failure to make the monthly payments, in terms of the payment option selected, shall be deemed as a cancellation of the reservation.
2. Modification policy (applies to changes in Dates, Seasons and Chalet Types):
 - a.) A minimum change fee of R250 may apply to any booking changes.
 - b.) Modifications to bookings less than 30 days prior to arrival - 50% of the difference in deposits due will be charged, if the new deposit due is less than the original deposit due value.
 - c.) Modifications to bookings 7 day or less prior to arrival – 100% of the difference in deposits due will be charged, if the new deposit due is less than the original deposit due value.
3. Failure to make the monthly payments, in terms of the payment option selected, shall be deemed as a cancellation of the reservation.
4. Reservation Quotations are indicative only and subject to availability. Bookings made via the phone/email will be blocked off for up to 7 days, if deposit payments do not reflect in our bank account prior to this 7 day cut-off, the unit will be released. If bookings are made less than 7 days prior to arrival, the deposit will be required within 48hours to confirm booking.
5. Exceeding the maximum occupancy of the chalet will result in termination of your booking without a refund.
6. To avoid delays at the check-in we suggest that the outstanding balance is paid in full, 7 days prior to arrival.
7. Sleeper couches in the lounge are **not suitable for persons over 12 years of age**. Pine Lake Marina cannot be held responsible for persons over the age who may find these too uncomfortable and compensation will not be given.
8. We reserve the right to change the unit allocation should circumstances require it.
9. Check in and departure times must be adhered to at all times. **Check in 15H00 & Departure 10H00**
10. Reception office hours vary, for late arrivals keys will be left at security.
11. All units are non-smoking units. Smoking is only permitted outside the chalets.
12. Units are serviced before check in and once a week for stays longer than a week, however **cleaning services are available at R100.00/service**. Booking essential 24 hrs before service required.
13. Bookings are NOT REFUNDABLE when downgrading, shortening your stay or after check-in.
14. Customer acknowledges that all quotations on services and/or prices are subject to change. In the event of a wrong service and/or price quotation, Pine Lake Marina will decline the client's application for the services or product(s) in writing and submit a duly updated application form for client's approval detailing the correct services and/or pricing.
15. A refundable R500.00 Breakage Deposit hold facility will be applied per chalet booked to the guest Credit Card and only be charged if needed. Guests who do not have a Credit card will be required to pay a refundable R500.00 cash deposit, per chalet booked, upon Check-in. Please see www.pinelakemarina.co.za for Breakage Deposit Terms and Conditions.
16. From time to time Pine Lake Marina Limited or other authorised parties carry out photography and/or video recording in the Resort and/or Facilities, which may feature guests. Entry to the Resort and/or Facilities is deemed acceptance of these Regulations, and you therefore agree that Pine Lake Marina Limited or any authorised party may use such images in perpetuity in any promotional, advertising or publicity material in any format whatsoever. You further agree that copyright in these materials rests with Pine Lake Marina Limited or such authorised party (as the case may be).

BANKING DETAILS

ABSA

PINE LAKE MARINA
Account No: 4079964968
Branch: GEORGE
Branch Code: 632005
Account Type: CURRENT

NEDBANK

PINE LAKE MARINA
Account No: 1035434350
Branch: GEORGE
Branch Code: 12850500
Account Type: CURRENT

STANDARD BANK

PINE LAKE MARINA
RESERVATIONS
Account No: 240806549
Branch: BRANDWAG
Branch Code: 05-55-34

Please note International Transfers **must** use the above account Number in Field 59 (Swift) box of the transfer instruction.