

Reservation & Cancellation Policy

Reservation Policy

1. A 50% deposit of the total room cost is required to secure your reservation. Once the booking has been processed, you will receive a Reservation Confirmation email that outlines a summary of your booking. Please review the information carefully and contact us immediately at info@staycloudsend.co.za if you have any questions or require any changes.
2. Please review our Cancellation Policy below. Securing your reservation, means you accept the terms of our Cancellation Policy.
3. The remaining balance of your total room cost is due at least 5 days prior to arrival. Clouds End cottages only accepts payment via bank wire transfer (EFT) prior to your arrival. Please contact us at info@staycloudsend.co.za if you would like us to send you bank account details and wire transfer instructions. Payments must be received no less than one week prior to your arrival date. Please ensure you confirm your payment with us via email.
4. We require a six-night minimum booking for holiday reservations during the Christmas and New Years holiday period (December 22 – January 5) and a three-night minimum booking during the Easter holiday period and December 15 - December 21.
5. Pets are not permitted at Clouds End Cottages

Cancellation Policy

1. Securing a reservation with your deposit means you accept the terms and conditions of our Cancellation Policy.
2. Cancellations made more than 31 days from check-in date will receive a 90% refund of the deposit paid.
3. Cancellations made less than 31 days from the check-in date will forfeit the deposit paid.
4. Any changes to your reservation must be received no less than 30 days prior to your original arrival date via email, and changes are subject to availability. If there is no availability, a credit will be issued. There are no refunds or credits issued for reservation changes within 30 days of the arrival date that reduce the number of nights stayed.
5. There are no refunds or credits issued for early checkouts.

Liability

1. Clouds End cottages and its employees shall not be liable for any damages caused mentally or physically as a result of, or in connection with:
2. Any delays or cancellations. In the event of a traveler becoming ill during a vacation, or having to cut their vacation short, all hospital and medical expenses are the traveler's responsibility.
3. Monetary crises, social unrest, political or labor problems, economic changes, electrical outages due to weather, mechanical maintenance or construction difficulties, for any claims, losses, damages, costs, expenses, delays or loss of enjoyment, of any nature or kind whatsoever resulting from events beyond our or a supplier's reasonable control, including but not limited to acts of Nature (hurricanes, mudslides, earthquakes), flight cancellations or changes, strikes, labor disputes, lockouts, threats or acts of terrorism, acts of war or declared war, hurricanes or weather conditions, diseases or epidemics/pandemics, novel or unexpected conditions and local laws.
4. Absence of travel documents, visas, passports, health certificates where required. Clouds End cottages is not responsible for advisement of travel and entry requirements.
5. Loss of items that are not secured in house.