



Guest Terms and Conditions

Please read the Terms and conditions below, as any payments received will be taken as validation by Teniqua Treetops that you have read, understood, and accepted all terms and conditions as stipulated below.

Arrival and Departure Information

Check in time: 14:00 pm - 18:00 pm
(Late check in's will be charged R150.00 per hour after 18:00 pm)

Check out time: 10:00 am
(Late check out's will be charged R150.00 per hour after 10:00 am)

Indemnity

Whilst every care has been taken by Teniqua Treetops, to ensure the safety of guests and their possessions whilst enjoying our accommodation, Teniqua Treetops and the owners or any of his employees and / or any other party appointed or contracted by the owner of the establishment in connection with the activities and / or maintenance and / or business of the establishment does not accept any liability in the event that any loss or damage to persons or property is experienced by a guest and their visitors.

Teniqua Treetops or the owners does not accept any liability for loss of or damage to any valuables or property belonging to guests or their visitors. It is therefore the sole responsibility of all guests to plan for adequate insurance coverage on all valuable items prior to arrival at Teniqua Treetops. This includes but is not limited to, photographic equipment, laptops or other electronic devices, jewelry, cash, and vehicles. Teniqua Treetops will not be responsible for any injuries or damages incurred while on the premises or playing on the trampoline, swings, or any other items in the play park. Children must always be accompanied by an adult.

Any guest or their visitors making use of Teniqua Treetops facilities, do so entirely at their own risk and are fully aware that there are no lifesaving facilities of any nature provided and therefore indemnify Teniqua Treetops and the owners of this facility in full and shall have no claim of whatsoever nature against the Teniqua Treetops and the owners including any claim from any injury/ bodily harm/death and or/loss of property which could arise from the use of this facility.

Payment Policy

A 24-hour grace period is permitted after reservation. Thereafter a 50% deposit is required to confirm the reservation. The balance is due 14 days prior to arrival.

Payments can be made via EFT or Credit Card, please refer to the payment details provided in your provisional booking email.

Should the deposit payment not be received within 24 hours of booking, the booking will be automatically cancelled without further notice.

A reminder email will be sent 15 days prior to arrival for guests that request an EFT payment option for the balance due.

Guest's that have provided their credit card details will have the balance due automatically deducted from the card provided. Notification will be sent should the payment not be successful.

Should the balance due not be received 14 days prior to arrival, the deposit is forfeited, and the booking cancelled without further notice.

Refund Policy

25% of deposit is forfeited if cancelling 999 - 31 days prior to arrival.

100% of deposit is forfeited if cancelling 30-14 days prior to arrival.

100% of total is forfeited if cancelling 13 days prior to arrival, no-show, or early departure.

Date Changes

Only one (1) date change is permitted provided the booking has been paid in full and the request is received in writing no less than 14 days prior to arrival.

Should you wish to defer a reservation to a future travel date after confirmation, we will use your payments as a credit for that reservation, should the dates of the amended booking fall within a higher rate period, you will be responsible for the difference between seasonal rates.