

MIDRAND

GUESTHOUSE

RESERVATION CANCELLATION POLICY

1. In the event of a cancelled booking, the following will apply:

- Where cancellation occurs:
 - On arrival or during the stay - the full payment due for the entire booking will be retained.
 - 0 - 14 days before arrival, no show - the full deposit paid will be retained.
 - 15 - 28 days before arrival - 75% (seventy five percent) of deposit will be retained.
 - 28 days or more before arrival - 50% (fifty percent) of deposit will be retained.

2. Refunds

On receipt of a request from a customer to cancel the reservation, Midrand Guesthouse will:

- Notify you and refund the relevant amount (if any) to the customer within 3 (three) working days.
- It is customer's responsibility to ensure that Midrand Guesthouse has correct bank details on record.

Contact details

Postal Address

Midrand Guesthouse
P.O.Box 4463
Halfway House
1685
Midrand

Physical address

10 Silvertree Street
Noordwyk
MIDRAND

Tel: 082 625 2106

Email address: mgh@midrandquest.com

Web address: www.midrandquesthouse.com