



Terms & Conditions

As with all good things in life, there are a few, small asterisks attached to making a booking with Rouge on Rose Boutique Hotel. Due to COVID-19 and the topsy turvy world we live in now, we have made our cancellation policy COVID-19 friendly.

Our COVID-19 friendly cancellation policy:

- *30 - 4 days prior to arrival - Free cancellation.*
- *3 - 1 day prior to arrival - 100% due.*
- *Cancellation on arrival - 100% due.*
- *Non-arrival (no show) - 100% due.*

Our general cancellation policy:

- *30 - 15 days prior to arrival - 50% due.*
- *14 - 1 day prior to arrival - 100% due.*
- *Cancellation on arrival day - 100% due.*
- *Non-arrival (no show) - 100% due.*

If a booking is cancelled and the deposit has been paid - there will be a 10% non-refundable service fee.

COVID-19

Our COVID-19 friendly cancellation policy will only apply to bookings that stay between now and the 31st of May 2021. Rouge on Rose Boutique Hotel reserves the right to request proof of a valid COVID-19 cancellation*. Should your cancellation not be COVID-19 related, our general cancellation policy will come into immediate effect.

COVID-19

- Testing positive with COVID-19
- Closure of borders due to COVID-19

Refund and waiver of our cancellation policy are at the discretion of the management and the ability to resell the room. All payments must be made in South African Rands (ZAR) directly to us. Should payment not be timeously received, Rouge on Rose Boutique Hotel reserves the right to automatically cancel the reserved accommodation and at the same time reserves the right to cancel or refuse to accept further bookings.

Terms and Conditions:

- *Rates are subject to change without prior notice.*
- *All rates will be confirmed upon reservation.*
- *Room type is subject to availability.*
- *A 50% deposit is required upon confirmation of booking of 2 nights or more to secure the reservation.*

- *A 100% deposit is required upon confirmation of a 1night booking to secure the reservation.*
- *Non-smoking establishment*
- *Check-in: 14pm / Check-out: 11am*