

PROCEDURAL DEADLINE TABLE

If a deadline falls on a weekend or public holiday, the due date is on the last business day before the deadline.

PROCEDURAL DEADLINE TABLE					
Booking Type	Booking Size	Client Booking Due Date	Deposit Due Date	Rooming List Due Date	Balance of Payment Due Date
Conference, incentive, sports, specialty and leisure Group Bookings more than 14 days prior to the Arrival Date	Less than 100 room nights	14 days after Reservation made	Off Peak Period: no deposit payable. Peak Period: deposit of 10% payable on the Booking Due Date	14 days prior to the Arrival Date	14 days prior to the Arrival Date
	More than 100 room nights	14 days after Reservation made	10% deposit payable within 21 days after Booking	14 days prior to the Arrival Date	14 days prior to the Arrival Date
Tour Series Group Booking more than 14 days prior to the Arrival Date	Any size	21 days after Reservation made	Not applicable	14 days prior to the Arrival Date	14 days prior to the Arrival Date
FIT Bookings 30 days or more prior to the Arrival Date	Up to 9 rooms	On confirmation of booking	Not applicable	On confirmation of booking	30 days prior to the Arrival Date
PROCEDURAL DEADLINE TABLE - SHORT LEADS					
Booking Type	Booking Size	Client Booking Due Date	Deposit Due Date	Rooming List Due Date	Balance of Payment Due Date
All Group Bookings 14 days or less prior to the Arrival Date	Any size	Within 24 hours after Reservation made	Not applicable	7 days prior to the Arrival Date	Within 24 hours after booking
FIT Booking between 10 days and 30 days prior to the Arrival Date	Up to 9 rooms	10 days after Reservation date	Not applicable	On Confirmation of booking	10 days prior to Arrival Date
FIT Booking 10 days or less prior to the Arrival Date	Up to 9 rooms	On confirmation of Booking	Not applicable	On confirmation of Booking	On confirmation of Booking
PROCEDURAL DEADLINE TABLE - PEAK PERIODS					
Booking Type	Booking Size	Client Booking Due Date	Deposit Due Date	Rooming List Due Date	Balance of Payment Due Date
All Group Bookings 61 days or more prior to the Arrival Date	Any size	14 days after Reservation made	14 days after Booking and requires a 10% (ten percent) deposit	14 days prior to the Arrival Date	60 days prior to Arrival Date
All Group Bookings within 60 days or less prior to the Arrival Date		Within 24 hours after booking	Not applicable	14 days prior to the Arrival Date	Within 24 hours after booking
FIT Bookings 61 days or more prior to the Arrival Date	Up to 9 rooms	61 days prior to the Arrival Date	Not applicable	On confirmation of Booking (amendments permitted by no later than 14 days prior to the Arrival Date)	60 days prior to Arrival Date
FIT Bookings between 14 days and 60 days prior to the Arrival Date	Up to 9 rooms	Within 48 hours after Reservation made	Not applicable	On confirmation of Booking	Within 48 hours after Booking
FIT Booking 13 days or less prior to the Arrival Date	Up to 9 rooms	On Confirmation of Booking	Not applicable	On confirmation of Booking	On confirmation of Booking

REDUCTION AND CANCELLATION POLICY

GROUP BOOKING REDUCTION AND CANCELLATIONS			
CATEGORY 1			
Booking Type and Size	Date Range of Reduction or Cancellation	Total Cancellation Penalty Charge	Reduction Penalty Charge
Sun City Resort, Wild Coast Sun, Maslow Hotel and Maslow Time Square 100 room nights or less Boardwalk Hotel and Sibaya 60 room nights or less	31 days or more prior to the Arrival Date	No penalty applicable	No penalty applicable
	Between 15 and 30 days prior to the Arrival Date	Equals 50% of room nights held	Full charge for more than 50% of room nights reduced
	14 days to same day of the Arrival Date	Equals 100% of room nights held	100% of room nights reduced
	PEAK PERIOD ONLY 60 days to same day of the Arrival Date	Equals 100% of room nights held	100% of room nights reduced
CATEGORY 2			
Booking Type and Size	Date Range of Reduction or Cancellation	Total Cancellation Penalty Charge	Reduction Penalty Charge
Sun City Resort, Wild Coast Sun, Maslow Hotel, and Maslow Time Square More than 100 room nights Boardwalk Hotel and Sibaya More than 60 room nights	Between 91 and 180 days prior to the Arrival Date	Equals 10% non-refundable deposit	Equals 10% of the room nights held if more 90% or more of the room nights held are released
	Between 31 and 90 days prior to the Arrival Date	Equals 80% of room nights held (equivalent to 10% non-refundable deposit plus a further 70% cancellation and reduction payment due)	Full charge for more than 20% of room nights reduced
	30 days to same day of the Arrival Date	Equals 100% of room nights held (equivalent to 10% non-refundable deposit plus a further 90% cancellation and reduction due)	100% of room nights reduced
	PEAK PERIOD ONLY 90 days to same day of the Arrival Date	Equals 100% of room nights held	100% of room nights reduced
FIT BOOKING CANCELLATIONS			
Booking Type and Size	Date Range of Reduction or Cancellation	Total Cancellation Penalty Charge	Reduction Penalty Charge
FIT Up to 9 rooms	More than 7 days prior to the Arrival Date	No penalty applicable	No penalty applicable
FIT Up to 9 rooms	Less than 7 days prior to the Arrival Date (excluding the Arrival Date)	1 room night at the Reserved Room Rate, unless the Booking was made on or within the same 7-day period	1 room night at the Reserved Room Rate, unless the Booking was made on or within the same 7day period
FIT BOOKING CANCELLATIONS			
FIT Up to 9 rooms	61 days or more prior to the Arrival Date	No penalty applicable	No penalty applicable
FIT Up to 9 rooms	Between 14 and 60 days to same day of the Arrival Date	Equals 100% of room nights held	100% cancellation penalty charge will apply 48 hours after Booking for the full duration of the stay
FIT Up to 9 rooms	13 days to same day of the Arrival Date	Equals 100% of room nights held	100% of room nights reduced