



Terms and Conditions for Accommodation Booking

1. **Booking and Reservation**

- Full payment is required at the time of reservation to secure your booking.

2. **Payment Terms**

- Failure to make full payment by the due date will result in your reservation being marked as *pending* and may lead to cancellation.

3. **Cancellations and Modifications**

- Cancellations made after full prepayment is received will be subject to the cancellation policy
- Any modifications to the booking must be requested at least **90 days prior to arrival** to avoid penalties.

4. **Pending Reservations**

- If full payment is not received at least **90 days before arrival**, the booking will remain pending.
- Pending reservations are not guaranteed, and we reserve the right to release the accommodation to other guests.

5. **Payment Methods**

- Accepted payment methods: Visa, MasterCard, Payfast, and Debit Card.
- All payment processing fees are the responsibility of the guest.

6. **Booking Confirmation**

- A booking is only confirmed once full payment has been received.
- A confirmation email with details of your accommodation and stay will be sent upon successful payment.

7. **General**

- By making a reservation, you agree to these terms and conditions.
- These terms and conditions are subject to change. Any updates will be communicated in advance.



Cancellation Policy

1. Cancellations More Than 90 Days Before Arrival

- A full refund will be issued, less a 10% administration fee.

2. Cancellations 90 Days or Less Before Arrival

- 100% cancellation fee applies. No refunds will be issued.

3. No-Shows and Early Departures

- No refunds will be issued for no-shows or early departures.

4. Force Majeure

- In the case of cancellations due to circumstances beyond the guest's control (e.g., natural disasters, medical emergencies), we may assess the situation on a case-by-case basis. Supporting documentation may be required.

5. How to Cancel

- All cancellation requests must be submitted in writing via email to iapd2025@paragonafrica.co.za.
- Cancellations are only valid once confirmed in writing by our team.