

MARINERS MOON, PLETTENBERG BAY
Rates valid 01 October 2024 – 30 November 2025

Accommodation Rate	Low Season 01 May – 19 Sep 2025	Mid-Season 01 Oct – 30 Nov 2024 16 Jan – 30 April 2025 20 Sep – 30 Nov 2025	High Season 01 Dec 2024 – 15 Jan 2025
Minimum nightly rate (1-6 guests)	ZAR 15 000.00	ZAR 18 000.00	N/A
Additional per person rate (7-12 guests)	ZAR 1 700.00	ZAR 2 000.00	N/A
Full House (12 guests)	ZAR 25 200.00	ZAR 30 000.00	ZAR 35 000.00

Please note high season includes school holidays, long weekends and public holidays

Private Chartered Flight and/or Road Transfer	
Air - One-way, Cape Town International Airport – Plettenberg Bay Airport	Price on request
Road - One-way, Plettenberg Bay Airport – Mariners Moon, Plettenberg Bay	

Includes

- Breakfast
- Daily housekeeping (*laundry and ironing service at an additional fee*)

Excludes

- Transfers
- Meals not specified above

Please note

- A minimum stay of 2 nights is required. For stays during high season (01 December – 15 January), a minimum stay of 5 nights is required.
- Children of all ages accepted. Please ensure that children are under supervision for their safety.
- Tailor made activity packages available on request.
- Shuttle services available on request.

TERMS AND CONDITIONS

Bookings

- Reservations contact details: info@hideawaysafrica.com/+27 (0) 21 671 7729.
- All reservations must be received in writing by email.
- All reservations are subject to availability, and if necessary, rooms will be put on a waiting list on a first come first serve basis.
- All provisional reservations and requests are held for 7 days only, and require a 20% non-refundable deposit to confirm the reservation, otherwise the booking will expire and be released from our reservation system (if your dates fall within high season, a 50% non-refundable deposit is required).
- The lodge requires a final rooming list 30 days prior to guests arrival.
- Special dietary requirements to be emailed to our reservations department at least 30 days prior to arrival date.
- The validity of the rates is subject to the time of booking.

Check-in and Check-out

- Check-in time is as from 14h00 on the day of arrival, and check-out is 10h00 on the day of departure.
- A late check-out must be arranged with prior approval of management of the lodge and is subject to the availability of rooms.

Terms of Payment

- A non-refundable deposit amounting to 20% of the total value of the booking is payable within 7 days of confirming the reservation (if your dates fall within high season, a 50% non-refundable deposit is required).
- Full pre-payment to be received 30 days prior to travel. If payment has not been received, we reserve the right to cancel the reservation and our cancellation policy will apply.
- No Guest may check-in unless we have received full pre-payment.
- A 5% surcharge will be levied for any/all payments made by credit card.
- In the event where the reservation is made less than 30 days before arrival, such reservation must be paid immediately upon presentation of invoice.
- Upon payment, a proof of payment with lodge name and booking reference number must be submitted to our central reservations (info@hideawaysafrica.com).

Cancellation / Amendment Policy

- Only written cancellations/amendments will be accepted.
- Kindly ensure that acknowledgments of cancellations/amendments are received by reservations. A reservation will be considered amended/cancelled only once reconfirmed by reservations to the agent /client concerned.
- Should a cancellation be received once a confirmed status is held, 20% of the total booking value will be charged (if your dates fall within high season, 50% of the total booking value will be charged).
- Cancellation within 60 to 31 days prior to date of travel will incur a 50% cancellation fee.
- Cancellation within 30 to 15 days prior to date of travel will incur a 75% cancellation fee.

- Cancellation within 14 days prior to date of travel or less will incur a 100% cancellation fee.
- No refunds will be made for no shows or any unused services due to flight delays, strikes or anything else beyond the control of Hideaways.

Liability

- Hideaways cannot be held liable for any injury, loss of life or damage of any valuables.
- Guests will be asked to sign an indemnity form on arrival at the lodge.

Private Chartered Flights

- Hideaways cannot be held liable for any delays caused by unforeseen circumstances such as but not limited to, mechanical breakdowns or diversions caused by weather. We will however endeavour to fully rectify the situation where possible.
- The quotation is subject to the availability of the aircraft at the time of confirmation.
- Prices are determined by the current fuel price in the country of service. An increase in fuel price will affect the quoted priced, and Hideaways reserves the right to adjust it without prior notice.
- The daily flight schedule is subject to change due to weather and airstrip conditions or mechanical issues beyond our control.
- Guests must arrive 30 minutes before the stipulated departure time. Any guest arriving less than 30 minutes may have their seat cancelled without refund.
- Comprehensive Travel Insurance is essential as Hideaways are not responsible for missed onward connections, additional accommodation, or transport expenses due to circumstances beyond our control.

General

- Rates are quoted in ZAR per person.
- Hideaways reserves the right to amend the quoted tariffs should there be any change in the percentage rate of VAT or any other levy, tax, fuel surcharge for flight and road transfers or any impost becoming payable by the lodges or 3rd party suppliers that we are partnered with.
- It is essential for clients to have comprehensive travel insurance. This ensures coverage for unforeseen flight cancellations, additional accommodation or transport expenses, and potential disruptions to subsequent connections due to circumstances beyond the control of Hideaways and our third-party suppliers.