



# Highland Gate Golf Stays

## Booking Terms and Conditions

### Check-in and Check-out:

Check-in is available from 14h00, guests are required to check-out by 11h00 (weekends), 09h00 (weekdays)  
Early Check-in: Subject to availability and an additional charge of R300 (cash on arrival)

### Daily Service:

Serviced every morning from 09:00 onwards, except on Sundays, 25 December and 01 January. Fresh towels daily, available at a surcharge of R250.00 per day.

### House Rules:

Strictly no smoking in the houses.  
No pets allowed.  
No parties or events.  
No additional guests (Maximum: 2 guests per bedroom)  
Under no circumstances may contents of a property be removed.

### Guests' Information:

Personal details (including ID number) required for each guest over the age of 18 years (Covid-19 regulation).

### Payment Information:

Strictly EFT payments.

**No split payments will be accepted**, the group convenor is responsible for the payment terms as set out – this is not negotiable.  
50% deposit required within 48 hours of booking (full payment when booking less than a month in advance).  
Final payment required one month prior to arrival.

### Covid-related Cancellation Policy:

Should a guest contract Covid-19 within 14 days of the accommodation booking dates, a copy of the official test result is required in order to postpone the booking accordingly and without penalty. In the case of *force majeure* (eg. provincial borders being closed), the booking will automatically be postponed to another date without penalty. All postponement dates are subject to availability of the original booked unit.

### Cancellation & Refund Policy:

Admin Fee is not refundable for either cancellations or refunds.  
Cancellation MUST BE EMAILED to your booking agents email address

A R300 admin fee will be charged for all cancellations.  
25% of total cost if cancelled 3 weeks prior to arrival  
50% of total cost 2 weeks prior to arrival  
100% of total cost 7 days prior to arrival.

### General Information:

Wood, firelighters and matches/lighters are not provided, please bring your own.  
Ice is available to purchase from the Estate Clubhouse.  
Convenience stores are located in Dullstroom.  
Fly-fishing permits to be obtained from Highland Gate Pro Shop (equipment hire not available).

### Golf Tee-times:

Golf tee-times are not guaranteed when booking accommodation, please contact Highland Gate Pro Shop on 087 287 4652/3, if required.

The Flycatcher Restaurant (@ the Estate Clubhouse): 087 287 4652/3 or [admin@highlandgate.org.za](mailto:admin@highlandgate.org.za)

Highland Gate Pro Shop: 087 287 4652/3 or [golfbookings@highlandgate.co.za](mailto:golfbookings@highlandgate.co.za)