

Terms and Conditions

Third Party Links

In an attempt to provide increased value to our Users, we may provide links to other websites or resources. You acknowledge and agree that we are not responsible for the availability of such external sites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content (including misrepresentative or defamatory content) of such websites, including (without limitation) any advertising, products or other materials or services on or available from such websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods or services available on such external sites or resources.

Product availability

Reservations made at our lodges or accommodation establishments, will be subject to availability supplied by our Reservations Office, and subject to final confirmation from our Reservations Office. All reservations are subject to the company Booking Terms and Conditions.

Reservation Policy

When you click to make a reservation with us, legal obligations arise and your right to refund of monies charged to your credit card, or paid in any other way agreed by us, are limited by our Booking Terms & Conditions. You must not make any reservation through this site unless you understand and agree all our terms and conditions. Once payment is made for the reservation, it is deemed that you have read and understood the terms and conditions for such reservation. If you have any queries please contact us before making any reservation for any service through this website.

Reservation processing

Reservations will not be processed until we receive a confirmed order and full payment of deposit required.

Refunds/returns Policy

Should you for any reason wish to cancel your reservation you will be liable for a cancellation fee as per our Booking Terms and Conditions. You must advise us in writing of your cancellation, and the person who made the original reservation must sign any such cancellation.

Booking Terms and Conditions

All bookings, amendments and cancellations must be done in writing by e-mail

to: info@koubad.com

We run a lodge in a remote area and cancellations, even if just two people, can greatly affect the operation of our lodge. Therefore we require full payment for the accommodation before your arrival at the lodge, and strict adherence to our Cancellation Policy.

Please ensure that you have adequate travel insurance to cover any cancellations or forced changes if necessary.

We require written confirmation accepting our Booking Terms and Conditions. We require a 50% deposit to confirm a booking. We reserve the right to cancel the booking if we do not receive this payment timeously.

Cancellation Policy

The cancellation policy applies to all confirmed bookings.

- All amendments and cancellations must be done in writing and emailed to: info@koubad.com
- Cancellation more than 60 days prior to arrival will be 10% cancellation fee of the full accommodation charge.
- Cancellation more than 30 days, but less than 60 days, prior to arrival will be 25% cancellation fee of the full accommodation charge.
- Cancellation less than 30 days, but more than 7 days, prior to arrival will be 50% cancellation fee of the full accommodation charge.
- Cancellation less than 7 days prior to arrival will be 100% cancellation fee of the full accommodation charge.
- All guests shall settle any outstanding balances and any extra charges prior to departure from the lodge.

Payment Options and Pricing

All transactions will be processed in South African Rands (ZAR).

Your accommodation charge includes VAT at the prescribed rate.

Koubad Farm cc reserves the right to change pricing at any time without prior notice.

Credit Card

We accept MasterCard and Visa credit cards. If you do not have a credit card please make use of the EFT option, or cash.

EFT (Electronic Fund Transfer)

Banking Details:

Bank: ABSA
Branch: 632005
Account number: 4050786072
Account Name: Koubad Farm cc
Account Type: Cheque
Reference number: Your Name and the date/s you will be staying

Monitoring

We have the right, but not the obligation, to monitor any activity and content associated with the Website. We may investigate any reported violation of these conditions or complaints, and take any action that we deem appropriate (which may include, but is not limited to, issuing warnings, suspending, terminating or attaching conditions to your access and/or removing any materials from the Website).

Law

The Conditions will be exclusively governed by, and construed in accordance with the laws of South Africa, whose Courts will have exclusive jurisdiction in any dispute, save that we have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions.

Updating of these Terms and Conditions

We reserve the right to change, modify, add to or remove from, portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this Website. It is the User's obligation to periodically check these Terms and Conditions at the Website for changes or updates. The User's continued use of this Website following the posting of changes or updates will be considered notice of the User's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.