



Terms & Conditions

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Zensa Lodge is a business in the Tourism Industry that markets corporate and leisure clients.

Delivery policy

Rooms are subject to availability, reservations need to be made in advance.

Rates

The rates include breakfast, 14% VAT and 1% tourism levy. Rates found on the website www.zensalodge.com are leading and override rates that might be found on external websites and publications.

Payments

Vouchers are only accepted by valid account holders, all other booking are confirmed by means of a pre-payment, credit card details or a 50% deposit. Account and card holders will be requested to present identification upon check-in. Cheques are not accepted. Deposits and invoices can be paid by internet bank transfer (proof of deposit must be faxed on the day of deposit), EFT, credit cards (Visa, Mastercard, American Expres) or by cash.

Cancellation policy

- Less than 7 days prior to arrival - 100% of the total cost of the reservation
- Less than 14 days prior to arrival - 75% of the total cost of the reservation
- Less than 21 days prior to arrival - 50% of the total cost of the reservation
- Minimum cancellation fee - 10% of the total cost of the reservation

In the event of non-arrival, the total cost of the reservation will be charged for. In the event of shortening a stay after arrival, the full amount remains payable on unused accommodation.

Check in / check out

Check in time is from 13:00; check out time is at 11:00.

Customer privacy policy

Zensa Lodge shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as

detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569

Payment options accepted

Payment may be made via Visa, Mastercard, or American Express credit cards or by bank transfer into the Zensa Lodge Account, the details of which will be provided on your pro-forma invoice once a booking has been made.

Credit card acquiring and security

Credit card transactions will be acquired for Zensa Lodge via Booksure. Users may go to <http://www.booksure.com> to view their security certificate and security policy.

Customer details separate from card details

Customer details will be stored by Zensa Lodge separately from card details which are entered by the client on Booksure's secure site. For more detail on Booksure refer to <http://www.booksure.com>.

Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction Currency is South African Rand (ZAR).

Responsibility

Zensa Lodge takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods

Liability

The merchant shall not be liable for any damage, losses and expenses suffered by any client as a result of sickness, quarantine, weather conditions, war, strikes, riots or any other cause outside the merchant's control. The merchant shall in no circumstances be deemed to be the agent of the passenger or of the supplier of any service.

The merchant accepts no liability in respect of death, injury, loss or damage to person or property arising out of any act, omission or negligence of the merchant, the supplier, the merchant's or supplier's servants, save only in the case of willful negligence or a willful act or omission. The client shall be deemed to have waived, renounced and abandoned any and all right or entitlement which the client may be entitled to under the provisions of the law of the Republic of South Africa for any loss or damage to person or property.

The merchant shall not be liable for any loss or expense arising from the loss of property, cancellation or curtailment of the stay however caused, save only to the

extent that such loss of baggage, cancellation or curtailment was caused by the merchant's negligence. If sickness or accident interrupts a stay, the merchant shall not be liable for any cost or expense arising there from, save only to the extent that such sickness or accident was caused by the merchant's willful act or gross negligence. The merchant shall not be liable for any refund, either total or partial, of guests money paid. The merchant recommends guests to take out necessary insurance's to protect the guest against such eventuality.

Jurisdiction

In all matters where it is or may be necessary to have recourse to the Court, the Courts of the Republic of South Africa shall have sole jurisdiction to the exclusion of the Courts of any other country and the prevailing law of the Republic of South Africa shall prevail

Variation

Zensa Lodge may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company information

This website is run by a private company based in South Africa trading as Zensa Lodge (C.C.) and with registration number 2008/023835/23 and owners H. van de Geijn, C. Carreon and N. Parmentier.