

# Group Bookings

## 1. Deposits And Payments

- 1.1 A 50% deposit is payable for the entire booking on receipt of the completed booking form.
- 1.2 The booking will only be confirmed once the deposit has been received in full.
- 1.3 The outstanding balance is due 15 days prior to arrival.
- 1.4 Failure to pay the outstanding balance timeously will result in the number of guests booked being reduced to cover the full cost of stay based on the monies received to date.
- 1.5 Where outstanding balance is not paid timeously, the booking shall be adjusted to cover full payment that was due, i.e. number of guests, rooms or days may be reduced so as to ensure full payment is covered for the period booked.
- 1.6 All payments can be made to the following bank account:

University of Cape Town  
Standard Bank  
Account: 071482458  
Branch: Rondebosch, 25009

- 1.7 Please fax a copy of the bank statement as proof of payment to 021 685 2629 or email to [vac-accom@uct.ac.za](mailto:vac-accom@uct.ac.za). Without this proof we will not confirm your booking or updated payment of an existing booking.

## 2. Cancellation And Refund Policy

- 2.1 If the booking is cancelled in writing 60 days prior to the arrival, the following shall apply: 10% of the deposit paid to date is non refundable.
- 2.2 If cancelled in writing 30 days prior to arrival 25% of the deposit is non refundable.
- 2.3 If cancelled 15 days prior to arrival or on the day of arrival, all monies paid to UCT will be forfeited by the group. In the event where monies are still unpaid the group will be liable for the outstanding amount. This fee shall be paid to UCT no later than 30 days after the invoice has been received. Failing which legal action will be instituted against the group.
- 2.4 In the unlikely event that the group has not paid any monies over to the University for the booking of accommodation and meals, a minimum of 3 day cancellation fee shall be levied on the value of the entire booking as per the application form received by the Vacation Accommodation Office. This fee shall be paid to UCT no later than 30 days after the invoice has been received. Failing which legal action will be instituted against the group.

### **3. Terms And Conditions**

- 3.1 This office reserves the right to book accommodation in the best available residence that is chosen sound commercial groups and will notify the group or individual of the residence allocation at the time the booking request is made.
- 3.2 Where deposits are not paid on time, or the guest numbers drop below 60% of the original booking request, the Vacation Accommodation Office reserves the right to re-allocate the group or individual to the next best available residence.
- 3.3 Where the group or individual responsible for the booking process does not follow the policy relating to the cancellation procedures, then the Vacation Accommodation Office reserves the right to charge for all no shows or early departures, late arrivals as well as any meals not taken but booked for.
- 3.4 Where clause 3 above is applicable, the group organiser or individual responsible for the booking shall make full payment to the Vacation Office, for failing to follow the set cancellation policies and procedures. Any outstanding invoices relating to clause 3 above shall be settled with this office no later than 30 days from the date the invoice was rendered.
- 3.5 Serious illness or death in the family leading to full or part cancellation:
  - The above condition where applicable, should be communicated directly to the Vacation Accommodation Office in writing.
  - All official documentation must accompany the request for part or full cancellation.
  - If no official supporting documentation then the request cannot be considered.
  - Upon receiving all necessary documentation, the Vacation Accommodation office, shall consider an appropriate refund on any monies received to date.
  - The application for a refund is considered on a case by case basis, the merits of each case shall determine what, if any, refund can be made for a cancellation of any bookings made.

### **4. Waiting Period For Refunds (Where Applicable)**

- 4.1 Upon a refund request being received by the Vacation Accommodation Office, the group organiser or individual responsible can expect to wait approximately 6 – 8 weeks before the matter is finalised.
- 4.2 The waiting period is also determined by the following:
  - Submission of all necessary supporting documentation.
  - Provision of correct banking details (if refund is granted).
  - The correct address to where the refund cheque will be posted.
  - The refund can only be processed to the person on the original booking form as it reflects on the University's financial system.