

## 1. GENERAL DISCLAIMER

Users using the Patong Lodge & Hotel website receive no warranties from Patong Lodge & Hotel regarding any aspect of the site including but not limited to the operation, the content, the accuracy of information or the products or services advertised or referred to on the site. Patong Lodge & Hotel and its associates shall not be liable for any damage (whether direct, indirect or consequential), loss or liability, personal injury or expense of any nature whatsoever which may be suffered by users or any third party as a result of or which may be attributable, directly or indirectly, to the use of or reliance on any information provided on and via the website or any pages of the website, any e-mails sent from the website, services provided via this website, any viruses that may infect the user's computer or other property on account of the user's access to the website. The user hereby indemnifies and holds harmless Patong Lodge Hotel & Lodge in respect of any loss, liability, damage (whether direct, indirect or consequential) or expense of any nature whatsoever, which may be suffered by the user or any third party as a result of or which may be attributable, directly or indirectly, to any of the aforesaid. The user's use of the Patong Lodge & Hotel website constitutes an acceptance of the general disclaimer as set out above and the terms, conditions and policies relating to any services appearing on the website.

## 2. PRIVACY POLICY

1.1. Any information which you provide to Dream Hotels and Resorts, whether on any forms you complete or through this web site, and any information which Patong Lodge & Hotel have about you will be regarded by Patong Lodge & Hotel as personal information and, subject to the Terms and Conditions, be treated as confidential.

1.2. No personal information will be disclosed to third parties without the user's permission; however, Patong Lodge & Hotel may share personal information with business partners. 1.3. Patong Lodge & Hotel gathers and will be in possession of the following private and personal information of users: 1.3.1. Information provided by the user voluntarily

1.3.2. Information automatically provided (e.g. cookies) – this information is gathered to improve the efficiency of your browsing on the Patong Lodge & Hotel web site. Cookies are harmless to computer and do not carry viruses.

1.4. By using this web-site the user consents to the following:

1.4.1. Patong Lodge & Hotel may use your personal information for communication purposes from time to time. Users may request to be removed from any communication system at any time;

1.4.2. Patong Lodge & Hotel may use user's information for statistical purposes

1.4.3. Patong Lodge & Hotel may use your personal information in the ordinary course of its business and for promotions and marketing.

1.4.4. Patong Lodge & Hotel retains the copyright in databases of personal information of users; and

1.4.5. Patong Lodge & Hotel may share user's information with business partners for commercial purposes.

1.5. By using this web-site the user further acknowledges that:

1.5.1. Patong Lodge & Hotel will release your personal information to a party if it believes that it is required by law or by a court to do so.

1.5.2. Patong Lodge & Hotel will also disclose your personal information if it believes that this is necessary to prevent or lessen any unlawful or harmful actions.

## 2. SECURITY OF INFORMATION

2.1. All reasonable steps will be taken to secure a user's information.

2.2. Where necessary, and whether applicable now or in the future, user's undertake not to divulge their user name and passwords to any other person

2.3. It is expressly prohibited for any person, business, or entity to gain or attempt to gain unauthorised access to any page on this web site, or to deliver or attempt to deliver any unauthorised, damaging or malicious code to this web site. Any person who delivers or attempts to deliver any unauthorised, damaging or malicious code to this web site or attempts to gain unauthorised access to any page on this web site shall be held criminally liable, and in the event that Patong Lodge & Hotel should suffer any damage or loss, civil damages will be claimed.

## 3. TERMS & CONDITIONS

3.1. Accommodation is subject to availability on a first come, first serve basis.

3.2. Please note that overcrowding of rooms will not be permitted and the maximum occupancy as reflected in the confirmation letter includes children of all ages. Should the maximum occupancy be exceeded the resort shall have no alternative but to insist that the number of guests exceeding the maximum immediately leave the resort or book alternative rooms.

3.3. The booking will be confirmed with a confirmation letter and the confirmation letter must be produced on check-in at the resort, and failing such the resort may refuse admittance.

3.4. Only the guests whose name appears on the confirmation letter will be permitted occupation.

3.5. The resort may, for practical reasons if deemed necessary, be required to change the location of the Guests unit and reserves the right to assign a different unit without prior notice.

3.6. Articles of display, equipment or guest property brought on to the resort premises are not covered by the resort insurance policy and are brought onto the resort premises at the sole risk of the guest. Although the resort endeavour to take the utmost care at all times, it does not accept liability for loss of and / or damage to such items and / or property

## 4. CANCELLATIONS POLICY

4.1. No verbal cancellation will be accepted.

4.2. A 30% of the total amount will be charged if cancelled within 72 hours before date of arrival.

4.3. No refund for cancellation made on the day of arrival

4.4. No show and cancelling under 72 hours.

4.5. No Refunds will be made to bookings during peak season or major events, unless a replacement guest is booked.

4.6. Refunds on deposits will be done only if a cancellation is received 21 days Prior to arrival.

4.7. A R150.00 administration fee will be levied on all bookings cancelled.

4.8. In the event of the Lodge/Hotel instructing attorneys to collect any amounts owing, all legal fees and collection charges between attorney and guest / client shall be borne by the guest / client.

4.9. A no-show is a non-arrival of a Guest without notification in writing (fax or e-mail) to the Lodge/Hotel. In case of a no-show, payment will be forfeited, or alternatively you will be liable for 100% no-show fee if payment were not made prior to arrival.

4.10. The resort serves the right to cancel any booking forthwith and without liability on its part in the event of any damages or destruction of the allocated units by fire, floods or other causes. - In the event of the agreed full payment not received by the stipulated date on the confirmation letter, Patong Lodge & Hotel shall be at liberty to release the reservation without notice to you.

Other terms and conditions:

To guarantee a booking, full pre-payment is required. This can either be by direct deposit into our bank account or by providing us with full credit card details.

Cash deposits will attract a further 13% of the deposited amount.

Check in time is 14:00

Check out time is 10:00