

NO REFUND POLICY RIVERRUNRESORT

All cancellations must be in writing and only 24 hours cancellation will be accepted.

Cancellation Policy:

No cancellations or changes to bookings will be allowed for December/January school holidays

Full payment for December/January school holidays is required by 1 November.

Exchanges for cancelled bookings are allowed under certain conditions. Terms and Conditions apply.

Late arrivals or early departures will not be refunded.

No shows will not be allowed an exchange.

General Terms and Conditions:

- If you wish to make use of your booking at another time, we allow you to change your dates to another date in the future (12 months). Terms and Conditions apply.
- Making the new booking is subject to availability.
- Long weekends and school holidays are excluded unless booked 48hrs in advance and are subject to availability. Weekends during the period December – March cannot be booked more than 48 hours in advance.
- If you have Booked and paid your Deposit or full amount but can not make your Date of booking you may move your reservations to another date but no refunds will be given. You need to make your changes 7 days after the original booking otherwise we will not be able to reserve another booking for you and this will count as a no show and you will lose your money. Guests who cancel for the second time will lose all monies paid.
- Banked monies are not transferable to other bookings or people.
- Tented accommodation bookings cannot be transferred to camping sites so make sure you know what you want to book .
- If the rate has increased since the original booking was made the new rate will be applied and the difference will be due on arrival.
- We can only help in moving your bookings to another date if there is available but once a booking is made and payed for the no Refund policy stands.

In addition:

- Early departures will not be eligible for refunds. This include on account of Bad weather or any other condition that is not foreseen by you or Riverrun resort.
- Individual members of the group who do not arrive will be eligible for the full amount of the booking.
- Bookings that are changed to a shorter period of time will be liable for the full amount of the original booking. We reserve the right to cancel these bookings.
- An additional Rebooking fee of R150 will be charged after the second Rebooking or date move.
- We cannot control every body on the resort but try to Keep everyone to obey and stay by the rules and regulations of the resort. But do feel free to approach your neighbour's when things are unsatisfactory and let us know at reception .
- Peak periods are any long weekend, December/January and Easter school holidays and festival weekends.
- 2 day bookings on all stands must be payed in full if only 1 stand is booked.

Once a booking is made and a Deposit or full amount is payed you can only Move your booking But no money's will be Refunded from Riverrun resort.