

Oaklands Guest Lodge – Cancellation & Refund Policy

Effective Date: August 2026

This Cancellation & Refund Policy applies to accommodation booked directly with **Oaklands Guest Lodge**, including bookings made through our website, telephone, WhatsApp or other direct booking channels.

Bookings made through an independent third-party booking platform may also be subject to that platform's cancellation and refund conditions.

1. Booking Confirmation

A booking is considered confirmed once Oaklands Guest Lodge has accepted the reservation and any required payment or deposit has been successfully received.

Where online payment is required, a booking may remain pending until successful payment confirmation has been received.

2. Cancelling a Booking

Guests who wish to cancel a booking should contact Oaklands Guest Lodge as soon as possible.

Cancellation requests should include sufficient information for us to identify the booking, such as:

- Guest name
- Booking reference, where available
- Contact number
- Booking date
- Check-in date and time

Cancellation requests may be submitted through an available official Oaklands Guest Lodge communication channel.

3. Standard Cancellation Policy

Unless different cancellation conditions were clearly communicated and accepted when the booking was made, the following general policy may apply:

More than 48 hours before the scheduled check-in:

The guest may qualify for a refund of the accommodation amount paid, less any reasonable cancellation or transaction costs permitted by law.

Between 24 and 48 hours before scheduled check-in:

A reasonable cancellation charge may apply, taking into account the circumstances of the booking and the likelihood of the room being rebooked.

Less than 24 hours before scheduled check-in:

The guest may be charged a higher reasonable cancellation fee, which may in appropriate circumstances amount to a substantial portion of the booking value.

Any cancellation charge will be applied subject to applicable South African consumer protection requirements.

4. Hourly and Same-Day Bookings

Because hourly and same-day bookings reserve accommodation for a specific and often imminent period, cancellation options may be more limited once the booking has been confirmed.

If an hourly or same-day booking is cancelled shortly before its scheduled starting time, Oaklands Guest Lodge may apply a reasonable cancellation charge.

Once the booked accommodation period has commenced, refunds will generally not be provided for unused time unless required by law or management determines that exceptional circumstances justify a refund.

5. No-Shows

A guest who does not arrive for a confirmed reservation and does not cancel the booking may be treated as a no-show.

A reasonable cancellation or no-show charge may be applied, subject to applicable law and the circumstances of the booking.

6. Early Departure

If a guest voluntarily leaves before the end of the confirmed accommodation period, unused accommodation time or nights are not automatically refundable.

Any refund or credit will be considered according to:

- The circumstances of the early departure
- The original booking conditions
- The period of notice provided
- Whether the room can reasonably be resold
- Applicable consumer protection requirements

7. Changes to a Booking

Guests may request a change to their:

- Booking date
- Arrival time
- Departure time
- Room type
- Length of stay

Changes are subject to availability and applicable rates.

If the amended accommodation costs more than the original booking, the guest will be required to pay the difference.

Where the amended booking costs less, any refund or credit will be determined according to the applicable booking and cancellation conditions.

8. Peak Periods and Special Rates

Special cancellation conditions may apply during peak periods, holidays, special events, promotional periods or where a discounted or special accommodation rate is offered.

Any materially different cancellation conditions applicable to such a booking should be communicated to the guest before the booking is confirmed.

9. Corporate and Group Bookings

Corporate accommodation, group bookings, extended stays and bookings involving multiple rooms may be subject to specific payment, deposit and cancellation arrangements.

Where separate conditions apply, these will be communicated as part of the applicable quotation or booking agreement.

10. Refunds Where Oaklands Guest Lodge Cancels

If Oaklands Guest Lodge is unable to honour a confirmed booking for reasons within its reasonable control, we will take reasonable steps to provide an appropriate remedy.

Depending on the circumstances, this may include:

- Moving the booking to another suitable date
- Providing an appropriate booking credit
- Providing a refund for accommodation that cannot be supplied

Any remedy will be handled in accordance with applicable South African law.

11. Exceptional Circumstances

Oaklands Guest Lodge understands that unexpected circumstances may occur.

Management may consider exceptional cancellation or refund requests individually where circumstances such as serious emergencies or other significant unforeseen events prevent the guest from using the accommodation.

Supporting information may reasonably be requested where appropriate.

Approval remains subject to the circumstances and applicable law.

12. Refund Processing

Approved refunds will be processed using an appropriate payment method.

Where the original payment was processed through **PayFast**, the refund may also be processed through PayFast where available and appropriate.

Guests may be required to provide information reasonably necessary to verify the booking and process the refund.

13. PayFast Refunds

Where a payment was processed through PayFast, Oaklands Guest Lodge may initiate an approved refund through the PayFast payment system.

Once a refund has been submitted for processing, the time required for the funds to reflect may depend on:

- PayFast
- The guest's bank
- The card issuer
- The payment method originally used
- Banking processing periods

Oaklands Guest Lodge cannot guarantee that an approved refund will reflect immediately after it has been initiated.

14. Payment Gateway and Transaction Fees

Where permitted by applicable law, reasonable non-recoverable transaction or administrative costs associated with a cancellation or refund may be taken into account when determining the final refundable amount.

Any such deduction must be reasonable and legally permissible.

15. Duplicate or Incorrect Payments

If a guest believes that they have:

- Been charged twice
- Paid an incorrect amount
- Made payment for an incorrect booking
- Experienced another payment error

the guest should contact Oaklands Guest Lodge as soon as possible.

We will investigate the transaction and, where an incorrect or duplicate payment is verified, take reasonable steps to correct it.

16. Failed or Reversed Payments

A reservation may not be considered fully paid where a payment:

- Fails
- Is declined
- Is reversed
- Is cancelled
- Is disputed
- Cannot be verified

Oaklands Guest Lodge may request alternative payment before confirming or continuing the booking.

17. Chargebacks and Payment Disputes

Guests are encouraged to contact Oaklands Guest Lodge directly if they believe there is a problem with a payment or refund.

This allows us an opportunity to investigate and resolve the matter before a formal payment dispute is initiated.

Nothing in this provision prevents a guest from exercising any lawful rights available through their bank, payment provider or applicable consumer protection legislation.

18. Third-Party Bookings

Where accommodation is booked through an independent travel agent, booking website or other third-party platform, cancellation and refund requests may need to be processed through that provider.

The third party's applicable terms may govern the cancellation process where the booking and payment were made through its platform.

19. Consumer Protection

This policy is intended to operate in accordance with applicable South African consumer protection legislation.

Nothing contained in this Cancellation & Refund Policy is intended to unlawfully exclude, restrict or waive any rights available to guests under the **Consumer Protection Act or other applicable South African law**.

Where legislation provides a guest with rights that conflict with a provision of this policy, the applicable legislation will prevail.

20. Contact Us

For booking changes, cancellations or refund enquiries, contact:

Oaklands Guest Lodge

36 Oaklands Drive

Verulam, Durban

KwaZulu-Natal, South Africa

Telephone: 032 533 9715

Mobile / WhatsApp: 082 775 2281

Website: www.oaklandsguestlodge.co.za

When contacting us regarding a cancellation or refund, please provide your booking details so that we can assist you as efficiently as possible.

By confirming a booking with Oaklands Guest Lodge, the guest acknowledges that they have been given an opportunity to review the cancellation conditions applicable to their reservation.