

10 5th Ave, Highlands North, Johannesburg, 2192  
+27 77 274 4555  
info@taugoldenmane.com

## **CANCELLATION & REFUND POLICY**

### **Tau Golden Mane Guesthouse**

#### 1. Rates

All prices are quoted per room per day.

Rates exclude VAT and levies unless stated otherwise.

Confirmed reservations will be honoured at confirmed rates.

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#### 2. Payment Terms

Unless agreed otherwise in writing, prepayment is required.

All reservations and cancellations must be made in writing (email).

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#### 3. Cancellation Policy

Free cancellation up to 7 days prior to arrival.

50% cancellation fee applies for cancellations made 3–6 days prior to arrival.

100% cancellation fee applies:

- Within 48 hours of arrival
  - In the event of a no-show
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#### 4. Refunds

No refunds for early departures.

Refunds are subject to a 20% handling fee.



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Cancellation fees apply whether or not deposits have been paid.

