

## 1. CANCELLATION POLICY

- 1.1. Please note that all cancellation requests must be submitted in writing to our reservation department at [reservations@thehydehotel.com](mailto:reservations@thehydehotel.com)
- 1.2. Cancellations will only be effective once we have acknowledged receipt and confirmed the said cancellation.
- 1.3. Bookings cancelled are subject to a 50% cancellation fee on the booking value of the entire stay if cancelled within 3 - 7 days prior to the arrival date.
- 1.4. Bookings cancelled are subject to a 100% cancellation fee on the booking value of the entire stay if cancelled within 48 hours prior to the arrival date.
- 1.5. Bookings cancelled between 22 December and 04 January, are subject to a 50% cancellation fee on the booking value of the entire stay if cancelled within 14 days prior to the arrival date.
- 1.6. Bookings cancelled between 22 December and 04 January, are subject to a 100% cancellation fee on the booking value of the entire stay if cancelled within 7 days prior to the arrival date.

### No Shows and Early Departures:

- Reservations that fail to arrive are subject to a 100% 'no-show' fee on the booked value for the entire stay.
- Reservations that leave before their scheduled date of departure are subject to a 100% 'Cancellation' fee on the booked value for the entire stay.

## 2. CHILD POLICY

- 2.1. Children are Welcome at The Hyde Hotel
- 2.2. Children staying in a room by themselves will be charged the full adult rates.
- 2.3. A maximum of 1 infant, up to the age of 2yrs can share any Suite with parents, there will be no supplement charge for the use of a cot.
- 2.4. A maximum of 2 Children, **3 – 12yrs** can share a Deluxe or Executive Suite with parents, a supplement of **R200 per child** per night will apply.
- 2.5. A maximum of 2 Children **13 -17yrs** can share an Executive Suite with parents, a supplement of **R400 per child** per night will apply.
- 2.6. A person **18yrs and older** sharing with 2 adults will be considered an adult and can only be accommodated in an Executive Suite, a supplement of **R800 per additional adult** per night will apply.
- 2.7. If 1 adult and 1 child is sharing one room, the double occupancy rate will apply.