

The Ivory Haus Policy, Payments & Cancellations

Pricing

All prices shown online/advertised are per room per night and are inclusive of VAT.

Prices are subject to change without notice. However, your price is guaranteed once you receive a booking confirmation. Please note that prices do not include any incidental charges, which you may incur during your stay (including, for example, in respect of your use of the hotel's bar & restaurant or drinks packages) Such charges, if not pre-paid by you, will be payable on your departure and, in the event that you fail to pay any such incidental charges, it is a condition of your contract with us that you irrevocably authorise us to debit your credit or debit card for the amount of any shortfall.

Availability

Availability of rooms at the rates shown online may be limited and/or restricted to certain periods.

Extra Persons, Child & Family Arrangements

We will do our best to accommodate couples traveling with children however please note that availability of suitable rooms with enough space is limited. Please notify us at the point of reservation directly so that our Reservations Department can handle your room arrangement accordingly. An additional fee will be charged to accommodate children sharing with couples.

Pets

With regret, our hotel does not accommodate any pets to accompany their owners on their stay nor are any pets allowed in the hotel rooms.

Car parking

For information on parking availability and charges, please contact the hotel directly.

Arrival and departure

Hotel rooms are available from 2pm on the day of arrival. Rooms must be vacated by 10am on the day of departure, unless otherwise permitted at the discretion of the hotel manager.

Balance of monies outstanding

On arrival, you will be asked to produce a valid debit or credit card for the hotel to take authorisation. If you are settling your account in cash, you will be asked for a deposit. We accept all major credit cards, including MasterCard, Visa and American Express. We do not accept cheques drawn from an overseas bank account.

Pre-Payments and Cancellations

For all reservations made during High & Low Seasons, full payment will be due up to 30 days prior to your arrival. Should the balance of your payment not be made up to 30 days prior to your arrival, your booking will be cancelled.

For all Peak Season reservations, we require a 20% non-refundable deposit to be paid once the booking has been confirmed to secure your dates. Additionally, the balance payment will be due up to 60 days prior to your arrival. Should the booking be made 60 days or less prior to your arrival, the full balance of the payment will be due. Should the balance of your payment not be made up to 60 days prior to your arrival, your booking will be cancelled.

For Peak Season, any cancellations within 45 days of arrival will result in 100% of the total cost of the stay being withheld.

In cases of cancellations (High & Low Season), The Ivory Haus will refund the customer within 10 days subject to the below cancellation policy:

- Up to 31 days prior to arrival: 0% of the total cost of your stay will be due
- 30 to 16 days prior to arrival: 25% of the total cost of your stay will be due
- 15 to 8 days prior to arrival: 50% of the total cost of your stay will be due
- 7 to 0 days prior to arrival: 75% of the total cost of your stay will be due
- No shows & early departures: 100% of the total cost of your stay will be due

All cancellations must be received in writing and acknowledged by The Ivory Haus reservations team. All communications regarding cancellation need to be send to reservations@theivoryhaus.com. Please note that receipt of your deposit or pre-payment assumes unconditional agreement to our terms. All payments can be made by bank transfer or through a secure credit card link which the hotel can send through when requested.

In the unlikely event that we need to change or cancel your reservation, we reserve the right to do so. However, you have the right to:

- accept the changed arrangements as notified; or
- make alternative arrangements with us; or
- cancel your reservation

Please note that we shall not be liable for any sums which you have paid to any other persons in connection with your reservation. Furthermore, we shall have no further liability to you for any changes to or the cancellation of any online booking.

Disputes Resolution

We take our guest satisfaction very seriously. Should you have any concern or dispute about the service you have received during your stay, we ask that you first

try to resolve the dispute informally by raising your concern with management directly by or by contacting the Company.