



Guvon Hotels & Spas Leisure Guests Reservations Policies

Web bookings will unfortunately only be available for up to 4 rooms and is non-commissionable.

- Deposit Policy

Your credit card number or bank deposit serves as guarantee for this reservation and you will be charged for the first night's accommodation at time of reservation. For Web bookings the full accommodation charges will be deducted from your credit card. All policies below apply to web bookings as well.

Should you choose not to guarantee your reservation, it may be released at anytime. The hotel will endeavor to contact you prior to releasing the reservation. The full accommodation account will be required on before or at check-in unless specified otherwise by the Hotel. During periods of high demand some hotels may require full pre-payment. This would be non-refundable in the event of cancellation. The hotel will contact you should this be a requirement for your reservation. Some of the Hotels will require operational deposits prior to / on arrival / or at any time during your stay, as they see fit.

- Cancellation Policy

100% cancellation fee applies, for any reservation cancelled 0 – 7 days prior to arrival.

50 % cancellation fee applies, for any reservation cancelled 8 – 14 days prior to arrival.

0% cancellation fee applies, for any reservation cancelled more than 14 days prior to arrival.

During periods of high / low demand some hotels may reserve the right to apply a 100% cancellation and any deposit paid would be non-refundable in the event of cancellation.

In the event of a no-show, or should you not arrive on the stated arrival date, a full cancellation fee will be charged.

- Refund Policy

A 7% admin fee will be subtracted from the total refundable amount. The admin fee will be charged on top of the cancellation policy.

- Children's Policy

Guvon Hotels & Spas will charge 50% of the adult rate for any children between the ages of 6 - 11 years of age.

Some hotels might charge for meals only for children below the age of 6 years.

Children of 12 years and above shall be treated as adults.