

GROUPS – CANCELLATION AND REDUCTION

GROUP BOOKING REDUCTION AND CANCELLATIONS			
CATEGORY 1			
GROUP BOOKING TYPE AND SIZE	DATE RANGE OF REDUCTION OR CANCELLATION	TOTAL CANCELLATION PENALTY CHARGE	REDUCTION PENALTY CHARGE
Sun City Resort, The Table Bay, Wild Coast Sun, The Maslow Sandton, and The Maslow Time Square 100 (one hundred) room nights or less Boardwalk and Sibaya 60 (sixty) room nights or less	31 (thirty-one) days or more prior to the Arrival Date	No penalty applicable	No penalty applicable
	Between 15 (fifteen) and 30 (thirty) days prior to the Arrival Date	Equals 50% (fifty percent) of room nights held	Full charge for more than 50% (fifty percent) of room nights reduced
	14 (fourteen) days to same day of the Arrival Date	Equals 100% (one hundred percent) of room nights held	100% (one hundred) percent of room nights reduced
	PEAK PERIOD ONLY 60 (sixty) days to same day of the Arrival Date	Equals 100% (one hundred percent) of room nights held	100% (one hundred percent) of room nights reduced
CATEGORY 2			
GROUP BOOKING TYPE AND SIZE	DATE RANGE OF REDUCTION OR CANCELLATION	TOTAL CANCELLATION PENALTY CHARGE	REDUCTION PENALTY CHARGE
Sun City Resort, The Table Bay, Wild Coast Sun, The Maslow Sandton, and The Maslow Time Square More than 100 (one hundred) room nights Boardwalk and Sibaya More than 60 (sixty) rooms nights	Between 91 (ninety-one) and 180 (one hundred and eighty) days prior to the Arrival Date	Equals 10% (ten percent) non-refundable deposit	Equals 10% (ten percent) of the room nights held if more 90% (ninety percent) or more of the room nights held are released
	Between 31 (thirty-one) and 90 (ninety) days prior to the Arrival Date	Equals 80% (eighty percent) of room nights held (equivalent to 10% (ten percent) non-refundable deposit plus a further 70% (seventy percent) cancellation and reduction payment due)	Full charge for more than 20% (twenty percent) of room nights reduced
	30 (thirty) days to same day of the Arrival Date	Equals 100% (one hundred percent) of room nights held (equivalent to 10% (ten percent) non-refundable deposit plus a further 90% (ninety percent) cancellation and reduction payment due)	100% (one hundred percent) of room nights reduced
	PEAK PERIOD ONLY 90 (ninety) days to same day of the Arrival Date	Equals 100% (one hundred percent) of room nights held	100% (one hundred percent) of room nights reduced