

## RESERVATION POLICY

- ❖ Cash, Visa, Master Card & Travelers Checks are accepted at the resort.
- ❖ Paying deposit with check; we only accept personal checks from US banks account; please contact us for further information, balance must be made via credit card or bank transfer.
- ❖ For room only reservation, minimum two-night deposit required upon booking to guarantee reservation. Room reservations for one night must be paid in full.
- ❖ For package reservations, if more than 60 days 25% deposit is due upon booking. The balance is due 45 days prior to arrival. If booking is made 45 days or less, then full payment is due upon booking.
- ❖ Reservation deposit exceptions – For peak periods November 17- 26 2011, December 18 – January 9<sup>th</sup> 2012 and April 2nd through until April 9th 2012. 50% deposit is required on booking, with balance due 45 days prior to arrival. If booking is made 45 days or less prior to arrival, then full payment is due upon booking.
- ❖ Reservations must be confirmed either via email, phone or fax.
- ❖ Please note that we cannot hold a reservation for arrivals less than 45 days, without a credit card payment or bank transfer of the full amount.

## CANCELLATION POLICY

A full refund will be granted if cancellation is received in writing before 60 days or more prior to arrival at **South Waters Resort (if you do not get an email notifying you of receipt of your letter immediately please contact us by phone)**. If 60 days to 45 days, 50% refund. If 30 days or less, no refund. This cancellation policy applies to any reason for cancellation, including airline delays, strikes, world events, personal issues or Acts of God.

PLEASE NOTE: Bookings DO NOT include trip cancellation insurance or International flights.

Thank You  
Management

**NOTE: The following peak holiday periods Easter and Christmas require a minimum of 3 nights stay to secure reservations. The affected dates for 2009 and 2010 are Christmas - December 18 - January 9<sup>th</sup> 2012 and Easter April 2nd through until April 9th 2012**