

Booking Cancellation Policy



In the event of premature departure we may charge for the full original booking.

Cancellation 0 – 14 days before date of arrival, or no-show – visitor forfeits 100% of deposit paid.

Cancellation 15 – 28 days before date of arrival – visitor forfeits 75% of deposit paid or 25% of full quote value (whichever greater).

Cancellation 29+ days before date of arrival – visitor forfeits 50% of deposit paid or **25% of full quote value (whichever greater)**.

On receipt of a written instruction to cancel the reservation, Acquila Guest House will refund the applicable amount as determined by the cancellation terms of the establishment, within 5 working days.

Acquila Guest House levies a 7% administration fee on any refunds processed.

Should refunds to a SWIFT bank account be required, an additional R185 charge will be levied.

Cancellations have to be done in writing at info@acquilaguesthouse.co.za