



Terms & Conditions

Check in time is between 14h00 and 18h00. Late arrival by prior arrangement only. Late arrivals who fail to book in at the prearranged time and who fail to contact Mandalay timeously will be deemed a 'No Show'. Reservation will be cancelled and 100% of full booking amount will be forfeited.

Check-out time is no later than 10am on the day of departure unless by arrangement with management.

Confirmation of reservation:

A 50% deposit is required to secure a reservation. The balance is payable on arrival.

Reservations are not confirmed until the deposit has been received by Mandalay Bed & Breakfast.

Our Terms & Conditions are deemed to have been accepted by the Guest on receipt by Mandalay Bed & Breakfast of the deposit. We accept all major credit cards and electronic funds transfers.

Cancellation policy:

To avoid any misunderstanding, cancellations should be made in writing and emailed to enquiries@mandalay.co.za. Please contact Mandalay to ensure that your cancellation advice has been received by Mandalay Management.

Cancellation fees will be levied as follows:

Any Guest who fails to arrive for their booking will be deemed a 'No Show' and will be charged 100% of the full booking amount. **No refunds will be given in the event of an early book out.**

Cancellation between 0 – 7 days 100% of full booking amount

Cancellation between 8 – 14 days 75% of full booking amount

Cancellation between 15 – 21 days 50% of full booking amount

Cancellation between 22 days or more 15% administration fee.

Room occupancy is only permitted to those persons in whose name the reservation was made.

Where it may be possible to accommodate an extra person in the same room, an additional charge will become payable. The final decision regarding the accommodation of additional persons in the same room rests with Mandalay Management.