



Cancellation Policy

St Fort Farm, Clarens, Free State

This Cancellation Policy applies to all bookings made directly with St Fort Farm, including accommodation, hiking, and function bookings, as well as all packages and promotional offers. By confirming a booking with St Fort Farm, guests agree to the terms set out below.

General Terms

- This policy applies across all packages, promotions, and direct bookings.
- The preferred method of payment is EFT. A card facility is available for international guests.
- The full balance is due 14 days prior to arrival, for both direct guests and agents.

Guest House Accommodation

- A 25% deposit is required to secure a booking.
- Cancellations made more than 30 days before arrival: deposit refunded in full.
- Cancellations made within 30 days of arrival: the deposit is forfeited. Guests may, depending on the season and availability, rebook their stay for a later date.
- No-shows are charged in full.

Hiking Bookings

- No refunds are given, but a booking may be moved to a new date.
- Bookings held in credit must be used within one year of the original booking date.

Function Bookings

- A refundable breakage deposit acts as the confirmation deposit to secure the function.
- Cancellations made more than 90 days before the arrival date: full refund of the deposit.
- Cancellations made within 90 days of the arrival date: the deposit is forfeited.

Bookings Made Through Online Travel Agents (OTAs)

Bookings made through the following platforms are governed by that platform's own cancellation terms, summarised below:

Airbnb

- Firm cancellation policy.
- Full refund for cancellations made 30 or more days before check-in.
- Partial refund for cancellations made 7 to 30 days before check-in.
- Includes a 24-hour free cancellation period immediately after booking.

Booking.com

- Free cancellation up to 30 days before arrival.
- A charge of 50% of the total price applies for cancellations made within 30 days of arrival.
- No-shows are charged the full price of the reservation.
- Booking.com collects prepayment of the total price from the guest before the free cancellation period ends.

Lekkeslaap

- Strict cancellation policy.
- More than 1 month before check-in: 50% of the deposit refunded.
- More than 2 weeks before check-in: 25% of the deposit refunded.
- Less than 2 weeks before check-in: no refund.

Questions About This Policy

For any questions regarding this Cancellation Policy, please contact the St Fort Farm team at info@stfort.co.za or visit www.stfort.co.za.