

ARABELLA STARWOOD

HOTELS & RESORTS

Arabella Western Cape Hotel & Spa

Individual Golf Booking Policy

Booking Policy (2-months to 1-year):

- Golf bookings can be made up to 1-year in advance, however bookings made more than two (2) months in advance will be regarded as **Tentative Bookings** in the system and only become **Confirmed Bookings** two (2) months prior to the actual booked date/s.
- Should the hotel receive a large group or corporate booking request during this time, a **Tentative Booking** will be moved to the next best available date after consultation with the golf booker.

Booking Policy (less than 2-months):

- All bookings made up to (2) months prior, will automatically be **Confirmed Bookings** in the system, and those dates and times will be guaranteed on receipt of the signed credit card authorisation form.

Payment Policy:

- Full pre-payment or valid credit card details will need to be provided on a signed Credit Card Authorisation Form when making a booking (Credit card details will be kept confidentially on file and not put on the booking sheets or pre-authorised).

Cancellation Policy:

- Arabella South Africa Holdings must receive all cancellations in respect of **Confirmed Bookings**. Any golf bookings cancelled within 24-hours of the **Confirmed Booking** date, as well as any no-shows, will attract a 100% cancellation fee.
- Green Fees will be refunded in full should the golf course be officially closed on the day of the booking due to adverse weather conditions. The golf club will endeavour to reschedule the booking to a suitable time and day, should the guest still be at the hotel.

Golf Bookings (Individual):

Arabella Pro Shop

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