

HIGHLAND GATE ACCOMMODATION – CANCELLATION POLICY

- Cancellations up to 30 days before date of check in: 100% refund, less admin fee of 10%
- Cancellations 30 days or less before date of check in: 0% refund. However, should the venue be filled with a replacement booking, a 100% refund less admin fee (10%) will be done on confirmation of replacement booking.
- Cancellations have to be in writing to bookings@highlandgate.co.za
- Any refunds will be to the discretion of management and decision will be final.
- “No Shows” will be liable for full cost of the entire stay.
- Guest will be liable for any changes to a reservation within 30 days of arrival.