

## **Terms and Conditions**

Purple Rayn Boutique Hotel is a business in the hospitality industry that offers luxury accommodation, spa, dining, events and conferencing.

- Our Check-in time is 14h00 and check-out time is 11h00.
- Purple Rayn Boutique Hotel will send you a secure link to process your deposit and balance payment, when this is required. This will be between 07h00 - 23h00 SAST.
- A 50% deposit is required immediately to secure your booking and the balance due/to be processed 15 days prior to arrival date.
- “No-show” or premature departures forfeit 100% of the accommodation total.
- Full payment is required to secure non-refundable bookings and 100% of the accommodation total will be forfeited if cancelled.
- A minimum stay may apply during peak periods.
- Children under 12 years only accepted by special arrangement.
- Reservations are subject to terms and conditions at the time of making the booking and upon check-in.
- Unless special arrangement has been agreed to by us in writing, it will be assumed that you wish us to cancel a booking if the credit card details or proof of payment has not been provided within the time frame stipulated by Purple Rayn Boutique Hotel.

### **Rates**

- Per room per night, double or single occupancy.
- Inclusive of breakfast.
- Inclusive of unlimited internet access.
- Inclusive of 15% VAT and 1% Tourism Levy.
- Quoted in South African Rand (ZAR), subject to availability and may change without prior notice.

### **Property Cancellation/Refund Policy**

The provision of goods and services by Purple Rayn Boutique Hotel is subject to availability. In cases of cancellation, Purple Rayn Boutique Hotel will refund the client accordingly within 10 days, should the client cancel outside of the stipulated cancellation period of their booking. Cancellation of bookings by the client will attract the applicable cancellation fee:

- Cancellations within 15 days of arrival forfeit 100% of the accommodation charges.
- 50% of the full accommodation amount will be retained for cancellations within 15-30 days of arrival.
- Bookings cancelled 30 days prior to arrival will receive a full refund minus an admin fee of R250.
- All major credit cards are accepted and an online booking and payments can be facilitated on our website
- “No-show” or premature departures forfeit 100% of the accommodation total.
- Non-Refundable bookings forfeit 100% of the accommodation total.

- Purple Rayn Boutique Hotel reserves the right to make exception to this at their sole discretion in extenuating circumstances.
- Purple Rayn Boutique Hotel reserves the right to update its terms and conditions at a later date should it deem it necessary.

Please note that cancellations need to be made in writing to:

<mailto:reservations@purplerayn.co.za?subject=Cancellation> and the cancellation will only be effective once validated in writing from Purple Rayn Boutique Hotel.

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## Privacy Policy

Purple Rayn Boutique Hotel analyses aggregate and non-personally identifiable data relating to usage of this site. E-mail addresses and other personally identifying data about you are made known to Purple Rayn Boutique Hotel when submitted to us. We may use previously submitted e-mail addresses and other contact information to communicate with visitors to the website. It is the policy of Purple Rayn Boutique Hotel not to share, distribute or sell our clients' particulars to any 3rd Party.

Purple Rayn Boutique Hotel's website uses the following Google Analytics features based on Display Advertising: Remarketing, Google Display Network Impression Reporting, the DoubleClick Campaign Manager integration or Google Analytics Demographics and Interest Reporting. Using the Ads Settings, visitors can opt out of Google Analytics for Display Advertising and customise Google Display Network ads.

Purple Rayn Boutique Hotel's website makes use of remarketing to advertise online. Third-party vendors, including Google, may show our ads on sites across the Internet.

Purple Rayn Boutique Hotel's website and third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookie) and third-party cookies (such as the DoubleClick cookie) together to inform, optimise and serve ads based on past visits to Purple Rayn Boutique Hotel's website.

Purple Rayn Boutique Hotel's website and third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookie) and third-party cookies (such as the DoubleClick cookie) together to report how your ad impressions, other uses of ad services and interactions with these ad impressions and ad services are related to visits to our site.

It is the policy of Purple Rayn Boutique Hotel not to share, distribute or sell our clients' particulars to any 3rd Party data from Google's Interest-based advertising or 3rd-party audience data (such as age, gender and interests) with Google Analytics.

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