

BOOKING TERMS AND CONDITIONS

PAYMENT POLICY

Regarding our payment policy, please do ensure that you are aware of the details given below:

- A 100% deposit is required to secure and confirm a booking or reservation.
- Bookings will be confirmed on receipt of a full payment within 3-days of the date of the respective invoice.
- Should Aleri's Garden not receive the required payment within 3-days of the invoice date, the booking will be released.
- Aleri's Garden has a number of different options regarding payments. Our payment options include Direct Bank Payments, Cash & Mobile Money Transfers
- Aleri's Garden reserves the right to automatically release any reservation held where the required payment has not been received per the payment policy

CANCELLATION POLICY

Should you wish to cancel with us for any reason, please do ensure that you are aware of the details given below:

- If a cancellation of the reservation, or any part thereof is received 15 days prior to arrival date, a 40% of deposit will apply as a cancellation fee.
- If a cancellation of the reservation, or any part thereof is received between 15 days and 5 days prior to arrival date, 75% of deposit will apply as a cancellation fee.
- Less than 5-days prior to arrival, a 100% cancellation fee will be applicable.
- Group Bookings (6 guests or more) – Bookings cancelled 5 days prior to arrival, a 100% of deposit will apply as a cancellation fee.
- As a No-show you will forfeit 100% of your deposit and or your confirmed booking amount.
- Cancellation of all reservations must be in writing (email) and acknowledged by Aleri's Garden

CHILDREN POLICY

We do have a nominal charge for children. We request you to please be aware of the same

- Children below 0-3 years are considered complimentary sharing within the parents' / guardians' room without extra bed.
- Children between 4 and 12 years, sharing with the parents' / guardians' room are charged per child per night inclusive of extra bed and appropriate to the package selected.
- Children above 12 years, will be considered adults. Hence as a third person would be considered as Extra bed charges at the stipulated package rate per adult per night inclusive of bed and breakfast.
- Children above 0-5 years with a separate room would be treated as adult charges.

The Aleri's team looks forward to welcoming you to Aleri's Garden & Wellness Retreat. Thank You.