

Cancellation Policy

Process of cancellation of an Easy Holidays booking:

Should you wish to cancel or amend your Resort booking, please fax or email written request with Occupant names, Resort, Reservation number and Occupancy dates to Easy Holidays on info@easy-holidays.co.za.

Cancellations will only be acted upon when forwarded to us in writing. Cancellations/ Amendments will only be actioned during office hours Monday to Friday.

If a booking is cancelled, Easy Holidays reserves the legal right to impose a penalty as follows:

- The cancellation policy comes into effect immediately once a booking is confirmed (Once a booking is secured / confirmed i.e. reservation number is supplied, paperwork is sent out and/or the booking remains on the system for longer than 24 Hours).
- Any cancellation of a confirmed booking, a nominal fee of R500 will be charged per booking, per unit booked, which is payable immediately. Cancellations will only be accepted up to 6(six) weeks prior to the occupation date.
- Any amendments of a confirmed booking, a nominal fee of R250 will be charged per booking, per unit booked, which is payable immediately. A maximum of two amendments to your booking are permitted. Amendments are only accepted up to 6(six) weeks prior to the occupation date.
- Any cancellation/amendments within 6(six) weeks occupation is not permitted. The cancellation fee is no longer payable and the client will be liable for the full amount of the booking.
- No Refunds once a guest has checked in.