

Topiary Lux Studio

Terms and Conditions

Privacy and Data Protection

Personal information collected during booking is used solely for reservation purposes and handled in accordance with our Privacy Policy.

Payment information is securely processed by PayFast and is not stored on our servers.

Payment terms (Including PayFast)

Payment method: All payments for bookings must be made via PayFast, a secure online payment gateway integrated into our website.

Payment timing: Full payment or a specified deposit is required at the time of booking to confirm your reservation.

Currency: Payments are processed in ZAR.

Payment confirmation: Bookings are only confirmed once payment has been successfully processed through PayFast.

Security: We do not store any credit card or banking details; all transactions are handled by PayFast.

Refunds: Refunds, if applicable, will be processed back through Pay Fast to the original payment method.

Booking and Cancellation Policy

Booking confirmation: A booking is confirmed only after receipt of full payment or deposit.

Cancellation by guest:

Free Cancellation

Guests may cancel **up to 14 days before check-in** for a **full refund**.

Partial Refund

Cancellations made **7–13 days before check-in** will receive a **50% refund** of the total booking amount.

No Refund

Cancellations made **less than 7 days before check-in**, as well as **no-shows**, are **non-refundable**.

No-Shows

If you do not arrive on your scheduled check-in date and fail to notify us, the full booking amount will be charged.

Early Departures

We do not offer refunds for early departures or unused nights.

Changes to Reservations

Date changes are subject to availability. Requests made **within 7 days of check-in** will be treated as a cancellation.

Cancellation by Accommodation Provider

We reserve the right to cancel a booking due to unforeseen circumstances, in which case a full refund will be issued.

No shows

Failure to arrive without prior cancellation will result in forfeiture of the full booking amount.

Guest Responsibilities

Identification: Guests must provide valid identification upon check-in.

Occupancy: The number of guests must not exceed number specified in the booking.

Conduct: Guests are expected to behave respectfully and not cause damage or disturbance.

Property care: Guests are responsible for any damage caused.

Liability and Disclaimer

We are not liable for any personal injury, loss or damage to personal property during your stay.

We reserve the right to refuse service to anyone violating these terms or engaging in illegal activities.

Amendment to terms

We reserve the right to update or modify these terms at any time without prior notice. The latest version will always be available on our website.