

Reservations & Cancellations

Reservations Policy

Reservations may be made by sending an email to reservations@mavela.co.za, alternatively you may use our online booking facility.

A pro forma invoice will be sent out once guests have advised of their firm intention to make a reservation, their dates and number of guests.

Reservations will be confirmed upon receipt of a 50% deposit within 72 hours after submission of the pro forma invoice.

Final payment to be made 7 days prior to arrival

Last minute bookings need full payment to confirm a reservation. Specials may apply for a 2 night consecutive stay. Rates are subject to change at the discretion of the Mavela management.

Please contact the Mavela team to discuss a custom reservation policy to suit your terms.

Cancellation Policy

No cancellation penalties will be levied should the guest change their travel dates. Changes must be made at least 7 days prior to the original travel dates.

Less than 7 days prior to arrival: 100% cancellation charge.

7 to 30 days prior to arrival 50% cancellation charge.

More than 30 days : no cancellation penalty.