



Golf Master (Pty) Ltd.

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www.golfmaster.co.za

RESERVATIONS TERMS & CONDITIONS FOR FANCOURT HOTEL & THE MANOR HOUSE AT FANCOURT

Effective for all bookings with stay dates from: 01 November 2025

1. GENERAL

1.1 In this document (**Terms**):

1.1.1 **Plattner** Golf (Pty) Ltd (Registration number 1994/002617/07) (**Plattner**) means: Plattner Golf (Pty) Ltd trading as Fancourt Hotel (**Fancourt Hotel**) and trading as the Manor House at Fancourt (**Manor House**).

1.1.2 Golf Master (Pty) Ltd (Registration number 2024/524547/07) (Golf Master) means: Golf Master (Pty) Ltd trading as Golf Master.

1.1.3 **Guests** refer to all confirmed and prospective guests of Fancourt Hotel and the Manor House, and, where applicable, include the booking agent, operator or any other person making booking requests and or reservations on behalf of such Guests.

1.1.4 A **Contract Partner** and/or **you** refer to any person engaging with Plattner (Guest, tour operator, booking agent, etc.) to make bookings/reservations at the **Fancourt Hotel** and/or **Manor House**.

1.1.5 The **Contract Period** is the period 01 November in one year to 31 October in the next year.

1.2 These Terms shall be governed and interpreted in accordance with the South African Law.

1.3 These Terms apply to all booking requests and reservations made at the **Fancourt Hotel** and the **Manor House** and all related **Plattner** Golf facilities.

1.4 If there is a conflict between these Terms and any other terms and conditions applicable to Fancourt Hotel and the Manor House, and/or applicable to reservations and/or bookings made at Fancourt Hotel and the Manor House, these Terms will prevail. Amendments to these Terms shall only be effective if agreed to by **Plattner** in writing.

1.5 Golfers' access to Fancourt Country Club courses, The Links Country Club course and The Links Experience course, is conditional on the "stay and play" principle with minimum booked night requirements applicable. This principle, together with other campaign or rate category specific conditions, will be clearly stated on the **Fancourt Hotel** and **Manor House** rate schedules and releases.

1.6 Compulsory Caddies for Fancourt Country Club: As of 01 November 2025, golfers will be required to have at least 1 caddie per 4 ball. Caddies are thus compulsory but not included in the green fee. The Pro Shop will manage the caddie fee charge split per golfer. Golfers are still welcome to book their own dedicated caddie per round.

1.7 It is the responsibility of the guests/clients to procure suitable travel insurance to protect against force majeure, unforeseen cancellation, delays, injury, loss or any other prejudice of whatsoever cause. Neither **Plattner** nor **Golf Master** will not be held liable for any loss or damage occasioned by any such force majeure, unforeseen cancellation, delays, injury, loss or any other prejudice of whatsoever cause suffered by any **Guest**.



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1.9 All booking/reservation amendments, variations or cancellations must be submitted by e-mail to info@golfmaster.co.za and shall only be valid if accepted and confirmed in writing by **Golf Master**.

1.10 The **Guest** will be given a standard 48-hour period or a separately agreed period of time to confirm an existing provisional reservation/booking. A deposit payment will be requested to confirm this booking/reservation.

1.11 **Golf Master** will send written notification of this request and will auto-release the provisional booking/reservation if no updates or booking confirmations are received from the **Guest** within this 48-hour period or a separately agreed period of time. A written confirmation of the **Golf Master** decision will be sent to the affected **Guest**.

1.12 Bookings/Reservations that fall within cancellation window periods may not be moved outside this window to avoid cancellation fees. Material changes or postponements to arrival dates of bookings/reservations will be treated as a cancellation. **Plattner** deems changes or postponements greater than 30 days from original arrival date, as material. In the event that a confirmed reservation needs to be moved to a date that **Plattner** cannot assist with, such a booking will also be treated as a cancellation.

2. RATES

2.1 All rates are quoted in ZAR and include VAT at 15% (or the current prevailing Value Added Tax percentage levied at the time of the confirmation of the booking/reservation).

2.3 While due care will be taken, **Plattner** and **Golf Master** reserves the right to amend its published rates, at any time, without notice.

2.5 Costs not covered by the travel package must be settled by the **Guest** on departure. **Guests** will be asked to produce a method of securing cover (on arrival) for any incidental spend by ways of a credit card hold.

3. DEPOSIT & CANCELLATION FEES/POLICIES

The deposit and cancellation fees/policies below are applicable to the total value of the relevant booking/reservation, including at **Fancourt Hotel**, the **Manor House**, **The Links**, **The Links Experience**, **Montagu** and **Outeniqua** golf courses and any additional services booked with **Plattner**.

Plattner and **Golf Master** urge **Guests** to familiarize themselves with these terms to ensure they are understood at the outset, even before requesting a booking/reservation.

3.1 INDEPENDENT TRAVELLER (F.I.T) POLICY/FEES – (1-5 ROOMS)

3.1.1. **FIT Deposits:** Confirmation for a 1-5 Room FIT booking/reservation (**FIT Reservation**) is only given when the following amounts are paid to **Golf Master** by the specified dates.

50% of the total value of the FIT Reservation, where the arrival date is more than 60+ days from the FIT Reservation date. If the date of the reservation request is less than 60 days from the date of arrival, full payment will be needed in order to confirm the reservation.

All FIT Reservations will be regarded as provisional unless/until one of the above conditions (3.1.1) are met.



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3.1.2. FIT Cancellation Fees: The following amounts are payable if an FIT Reservation is cancelled:

- 30% of the total value of the FIT Reservation, where cancellation is received less than 90 days prior to the arrival date.
- 60% of the total value of the FIT Reservation, where cancellation is received less than 60 days prior to the arrival date.
- 100% of the total value of the FIT Reservation, where cancellation is received less than 30 days prior to the arrival date.
- 100% of the total value of the FIT reservation for no-show FIT reservations.

3.2 GROUP POLICY/FEES - (6 - 24 ROOMS)

3.2.1. Group Deposits: Confirmation for a group (6-24 rooms) booking/reservation (**Group Reservation**) is only given when the following amounts are paid by the specified dates:

50% of the total value of the Group Reservation, where the arrival date is more than 120+ days from the Group Reservation date. If the date of the reservation request is less than 120 days from the date of arrival, full payment will be needed in order to confirm the reservation.

All Group Reservations will be regarded as provisional unless/until one of the above conditions (3.2.1) are met.

3.2.2. Group Cancellation Fees: The following amounts are payable if a Group Reservation is cancelled:

- 40% of the total value of the Group Reservation, where cancellation is received less than 120 days prior to arrival date.
- 60% of the total value of the Group Reservation, where cancellation is received less than 90 days prior to arrival date.
- 100% of the total value of the Group Reservation, where cancellation is received less than 45 days prior to arrival date.

3.3. EVENTS POLICY/FEES - PLATTNER (25+ ROOMS)

Any booking request greater than 25+ rooms will be guided by a separate Events Contract.

3.3.1. Event Deposits: Confirmation for an event (25+ rooms) booking/reservation (**Event Reservation**) is only given when the following amounts are paid by the specified dates:

50% of the total value of the Event Reservation, where the arrival date is more than 120+ days from the Event Reservation date. If the date of the reservation request is less than 120 days from the date of arrival, full payment will be needed in order to confirm the reservation.

All Event Reservations will be regarded as provisional unless/until one of the above conditions (3.3.1) are met.



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3.3.2. **Event Cancellation Fees:** The following amounts are payable if an Event Reservation is cancelled:

- 40% of the total value of the Event Reservation, where cancellation is received less than 120 days prior to arrival date.
- 60% of the total value of the Event Reservation, where cancellation is received less than 90 days prior to arrival date.
- 100% of the total quotation value if the request is received less than 60 days prior to arrival date.
- 100% of the value for a no-show booking.

4. CHILD POLICY/FEES

4.1 This policy applies to children under the age of 16 years old.

4.2 The following children's rates and policy are applicable:

- 0 to 3 years of age – free of charge
- 4 to 15 years – 50% of the per person sharing rate
- 16+ years will be considered an adult thus normal room rates will apply

4.3 Two children sharing with 2 adults can only be accommodated in a One- or Two-bedroom suite

4.4 One child sharing with 2 adults can be accommodated in a Luxury, a One-bedroom or a Two-bedroom suite

4.5 All children staying in their own room will pay full paying adult rates based on the room category.

5. RESPONSIBILITY

To the fullest extent permitted by law:

5.1. Neither **Plattner** nor **Golf Master**, nor any person acting for or on behalf of or employed by **Plattner** or **Golf Master** will be liable for any loss, damage or injury of whatsoever nature and howsoever arising including, without limitation, all direct and indirect, consequential and special losses or damages (**Loss**), sustained by any **Guests**, agent, or other person (**indemnifying party**) making a reservation, or staying at **Fancourt** and/or **The Manor House**, arising from or in connection with (i) any travel undertaken by any indemnifying party to and/or from **Fancourt**, (ii) any reservation made and/or accommodation used and/or stay at **Fancourt Hotel** and/or **The Manor House** by the indemnifying party and/or (ii) the use by any indemnifying party of any of the golf courses and/or other **Plattner** facilities, save to the extent such Loss is directly caused by **Plattner's** or **Golf Master's** gross negligence or willful misconduct.

5.2. The **Guest** indemnifies and holds **Plattner** and **Golf Master**, its directors, employees and agents, harmless against any and all claims made by any **Guest** arising from loss, injury, death, illness, delays, theft, fines, taxes or other fiscal charges or penalties or any other claims of whatsoever nature and howsoever arising (**Loss**) and whether or not any such claim arises as a result of any act or omission of **Plattner** or **Golf Master**, a member of its staff or any other person, save to the extent such Loss is directly caused by **Plattner's** or **Golf Master's** gross negligence or willful misconduct.



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6. SUPERVENING IMPOSSIBILITY OF PERFORMANCE / FORCE MAJEURE

6.1 If either **Plattner** or **Golf Master** is unable to perform any of its obligations under these Terms due to any reason beyond its control, including, but not limited to, force majeure, acts of God, strikes, flood, storm, fire, epidemic, pandemic, travel bans and/or restrictions imposed by and/or any other acts of a competent or government authority (including the government of the Republic of South Africa) (**Force Majeure Event**), then both parties will be excused from any obligations under these Terms while such Force Majeure Event persists, but in respect only of the affected booking/s/reservation/s. This means that **Plattner** and **Golf Master** may, in its discretion, vary or cancel bookings/reservations.

6.2 **Plattner** and **Golf Master** shall provide a full (where no services have been used by **Guests**) or partial (where some services have been used by **Guests** and charged on a pro rata basis) refund for any services that **Plattner** and **Golf Master** was unable to deliver as a result of the Force Majeure Event. If, after having made all reasonable and proper enquiries, **Plattner** and **Golf Master** are of the view that the booking/reservation will proceed, the **Guest** cancels their booking/reservation, then no refund will be payable.

6.3 The party invoking the force majeure shall use its reasonable endeavours to terminate the circumstances giving rise to the Force Majeure Event and upon termination of the circumstances giving rise thereto, shall immediately advise the other party thereof in writing.

7. HEALTH

It is the **Guests'** sole and absolute responsibility to ensure that they are aware of and take any necessary health precautions recommended or required for travel, as well as to declare their medical status in relation to COVID-19 or any other communicable diseases.

COMMUNICABLE DISEASES

7.1 **Plattner** nor **Golf Master** will not be held responsible for any actual or alleged loss, liability, damage, claim, compensation, injury, sickness, disease, death, medical payment, costs or expenses, including legal or professional costs, or any other amount, directly or indirectly caused by, arising from, or in connection with a communicable disease or fear or threat (whether actual or perceived) of or associated with a communicable disease.

7.2 For the purposes of this clause, loss, liability, damage, claim, compensation, medical payment, cost or expense, or any other amount, includes, but not limited to, any cost to clean-up, detoxify, remove, monitor, test for and/or treat a communicable disease.

7.3 A communicable disease is any disease which can be transmitted by means of any substance or agent from any organism to another organism where the substance or agent includes, but is not limited to, a virus, bacterium, parasite or any other organism or any variation thereof, whether deemed living or not, and the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas, or between organisms, and the disease, substance or agent can cause or threaten death, bodily injury, illness, emotional distress, damage to human health, human welfare or property.



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8. DATA PROTECTION

8.1 **Plattner** and **Golf Master** may be required to process personal information in order to fulfil its obligations under these Terms and the discloser of information consents to **Plattner** and **Golf Master** processing such personal information, and further undertakes that he has the authorisation to disclose such information.

8.2 **Plattner** and **Golf Master** may process personal information which includes, but is not limited to, personal and/or business details, email addresses and other contact details, billing information and any documents and forms which are submitted to **Plattner** and **Golf Master**.

8.3 **Plattner** and **Golf Master** will abide by applicable data privacy laws in connection with these Terms, including, but not limited to, the Protection of Personal Information Act, No. 4 of 2013 and the European Union's General Data Protection Regulation 2016/679, where applicable.

8.4 **Plattner** and **Golf Master** will take all reasonable appropriate technical and organisational security measures to ensure that data supplied to it ("discloser's data") is protected against loss, destruction and damage, and against unauthorised access, use, modification, deletion, disclosure or other misuse.

8.5 **Plattner** and **Golf Master** will take reasonable steps to identify all reasonably foreseeable internal and external risks posed to the discloser's data in **Plattner**'s and **Golf Master**'s possession or control and establish and maintain appropriate safeguards against any risks identified. The safeguards shall be updated continually in response to new risks or deficiencies in previously implemented safeguards.

8.6 **Plattner** and **Golf Master** will ensure that its technology, including all databases, systems, network and equipment on which the discloser's data is processed as part of fulfilling his obligations in terms of these Tc and Cs, shall at all times be in a standard no less than the standards which are in compliance with the best industry practice for the protection, control and use of the discloser's data and conform to the disclosing party's reasonable requirements.

8.7 **Plattner** and **Golf Master** shall ensure that its employees, suppliers, agents and sub-contractors shall, in respect of the discloser's data:

8.7.1 not process any of the discloser's data for any purpose other than to the extent necessary to fulfil our obligations under this agreement;

8.7.2 at all times strictly comply with all the provisions and requirements of any of the disclosing party's protection policies and procedures which may be in force from time to time;

8.7.3 comply with any reasonable request made or direction given by disclosing party in connection with the requirements of any data protection and other laws governing the provision of the services under this agreement;

8.7.4 not do or permit anything to be done which might jeopardize or contravene any data protection and other laws governing the provision of the services under this agreement;

8.7.5 not disclose the discloser's data without the written authority of the disclosing party (except for the purposes of fulfilling its obligations under these Tc and Cs), and immediately notify the disclosing party where it becomes aware that a disclosure of discloser's data may be required by law; and

8.7.6 immediately notify the disclosing party when it becomes aware of a breach of this clause.



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9. THIRD PARTY SERVICES

Plattner and **Golf Master** act as an agent only in securing service outside of the **Plattner** hotels and therefore cannot be held liable for any loss, damage, injury, accident, delay or any other irregularity that may occur by other suppliers.

PAYMENT DETAILS

9.1 **Golf Master's** banking details are as follows:

Account name:	Golf Master Pty Ltd
Bank:	First National Bank
Branch code:	255355
Cheque account number:	6311 6906 231
SWIFT:	FIRNZAJJ

9.2 All payments to **Golf Master** must be made into the above bank account, without deduction or set-off, and free of all bank and currency conversion charges.

9.3 All **Guest** bank and currency conversion charges are the responsibility of the **Guest** making the relevant bank transfer/payment.

9.4 First National Bank exchange rates will apply for currency conversion purposes.

9.5 Payments must be received by **Golf Master** on/by the dates stipulated on the Invoice. Delays in payment services and mislaid payments are the responsibility of the person making the reservation and/or the payment.

9.6 Guests are advised to pre-book all services such as tee-off times, restaurant bookings and spa treatments well in advance.

9.7 While all care and considerations are taken, **Plattner** nor **Golf Master** is not responsible, nor can they be held liable, for any inaccuracies or changes in respect of any information contained or published on the **Fancourt** and **Golf Master** websites or any brochures or other promotional or marketing material. E&O

10. DEEMED ACCEPTANCE

By confirming a booking/reservation with **Golf Master** or transferring funds in order to confirm the booking request/reservations you hereby are deemed to have accepted the terms and conditions as set out in these Terms and the booking/reservation conditions applicable to the specific rate and room category that you have chosen.