



Big Blue Sodwana Bay

Booking, Cancellation & Payment Policy

Welcome to Big Blue! This policy framework is issued by Big Blue Sodwana Bay as the managing operations entity and applies to all guest reservations, inventory holds, and financial transactions processed for Big Blue Suites and Cottages Accommodation Sodwana Bay (Pty) Ltd.

Because our eco-lodge operates in a highly seasonal, remote, and environmentally sensitive destination where inventory is booked far in advance, late cancellations significantly impact our operations. By confirming your reservation and executing payment, you explicitly agree to the following structural terms:

1. Rate Structures & Cancellation Windows

Guests choose their tier of flexibility at the time of booking. Cancellations are recognized strictly based on the timeframe in which formal written notice is received prior to the scheduled arrival date:

Rate A: Standard Flexible Rate

- **Free Cancellation:** You can cancel or modify your reservation free of charge up to **30 days** prior to your scheduled arrival date.
- **Late Cancellation Fee:** Cancellations or modifications made within the 30-day window will incur a charge equal to **50% of the total booking value**.
- **Last-Minute Cancellation & No-Shows:** Cancellations made within **15 days** of arrival, or a failure to arrive (**No-Show**), will be billed at **100% of the full reservation value**.

Rate B: Non-Refundable Rate

- **Immediate Commitment:** This tier offers our most competitive available pricing. Because it is highly discounted, full payment (100%) is securely processed at the time of booking.
- **No Refunds:** If you choose to cancel, modify, or do not show up for your reservation, **no refunds, credits, or date changes** will be issued under any circumstances.

2. Formal Cancellation Submission

All cancellation or modification requests must be submitted explicitly via email to **reservations@bigblue-sodwanabay.com**

The cancellation record date is determined solely by the timestamp generated within our booking system. Verbal or telephonic notifications are not legally recognized as valid.

3. Secure Payment & Billing Gateways

All transactions are securely authorized and processed through our integrated digital payment gateways. Outstanding accommodation balances, tourism levies, or pre-arranged additions must be settled upon arrival at check-in.

Post-Departure Charges: By confirming your booking, you authorize the property to process charges against the card on file for any verified property breakages, missing room assets, or outstanding emergency medical/transit costs incurred during your stay.

4. Wilderness Activities, Tours & Transport Add-Ons

Ancillary Costs: Airport transfers, regional shuttles, and wilderness diving/excursions are available at an **additional cost** and can be booked via our website or front desk.

Separate Entities: While organized seamlessly through our main front desk office for guest convenience, tours and transport services are managed by a sister operations entity utilizing its own payment channels and bank account. Big Blue Suites & Cottages acts solely as a booking facilitator for these services and accepts no linked liability for transit delays, equipment anomalies, or incidents during excursions.

5. Weather & Nature & System Disruptions (Force Majeure)

Operating in a remote coastal environment, Big Blue does everything possible to guarantee an exceptional stay. Our luxury properties are heavily backed up with automated battery storage and commercial generators to secure power during poor weather.

However, the property cannot be held financially liable for travel disruptions, flight cancellations, or inconveniences caused by coastal marine anomalies, weather extremes, natural disasters, or regional infrastructure utility grid failures beyond our control.

For qualifying weather emergencies where the property physically cannot fulfill accommodation, unclaimed rooms complying with our **30-day** cancellation framework will be issued a flexible 12-month resort stay voucher.

6. Travel Insurance Requirements

We strongly advise all traveling guests to purchase comprehensive **Travel Insurance** immediately upon booking. This safeguards your investment against unexpected medical emergencies, last-minute flight delays, or personal travel changes.

7. Legal Framework and Entity Identification

This primary policy agreement and all relative **operational** liabilities are exclusively registered, governed, and interpreted in accordance with the laws of the **Republic of South Africa**.

Any formal legal disputes arising from transactions, booking cancellations, or on-property policies shall be subject to the exclusive jurisdiction of the South African courts.

Agreement & Acknowledgment

By inputting your payment details, executing a deposit, or checking into the property, you confirm that you have read, understood, and voluntarily accept these terms for yourself and your entire traveling group