



Asante Guest House Cancellation Policy

As with all Hotels and Guest Houses we have a strict Cancellation policy to protect us against unfair loss of business. Once a room has been reserved it is no longer available for selling. If cancelled you will be liable for payment as stated below whether we have a deposit from you or not. Verbal bookings (*must be confirmed by e-mail*) and email bookings are binding as a confirmation of the booking.

Companies/Travel agencies operating on a Bill back basis will also be liable to pay cancellation fees if cancelled or in case of a No Show whether we have a voucher or not.

Please make sure your clients are aware of our policy before accepting accommodation at our establishment.

- Cancellation on arrival or during full confirmed booking - full payment (100%) will be expected, unless the room is re-sold for the remainder of the stay in which case a minimum of 1 night's accommodation will be charged
- In the event of an in-house guest checking out prior to the guaranteed departure date, Asante Guest House reserves the right to charge for the full duration of the original booking, unless the room is re-sold for the remainder of the stay in which case a minimum of 1 night's accommodation will be charged
- Cancellation 24 hours or less before arrival of a confirmed booking – full payment (100%) payment will be expected unless the room is re-sold for the remainder of the stay in which case a minimum of 1 night's accommodation will be charged
- No Show, No Cancellation for a confirmed booking - full payment (100%) will be expected