



FAIRVIEW

Hotels, Spa & Golf Resort

Fairview Hotel, Spa & Golf Resort t/a Fairview Hotels (Pty)Ltd
P.O. Box 1834
Tzaneen
0850
Old Gravelotte Rd (71)
Tel/Fax: 015 - 307 2679
Email: reservations@fairviewhotel.co.za
Web address: www.fairviewtzaneen.co.za
VAT no: 4240283913
Co. Registration no: 2015/238516/07

The Tour Operator / Travel Agent Rack / STO rates –January 2026 – December 2026

Hotel Rooms / Suites

<i>Fairview Hotel Conference Centre and Golf Estate (Four star graded – TGCSA)</i>	<i>Rack Rate</i>	<i>Travel agencies Conference And group rates</i>	<i>Tour Operators STO rate</i>
Hotel rooms/suites - (13units) *Twin/Double beds - *Bed and Breakfast	In S.A Rand VAT inclusive	In S.A. Rand VAT inclusive 10% commission	In S.A Rand VAT inclusive 20 % commission
Per person per night sharing	R 1 395.00	R 1 255.50	R 1 098.00
Room rate per night	R 2 790.00	R 2 565.00	R 2 280.00
Single person per night	R 1850.00	R 1665.00	R 1 480.00

Self-catering / Rose Rooms

Self-catering

<i>Fairview Hotel Conference Centre and Golf Estate (Four star graded – TGCSA)</i>	<i>Rack Rate</i>	<i>Travel agencies, Conference and group rates</i>	<i>Tour Operators STO rate</i>
Luxury duplex - 2x Twin (3 units) Luxury Chalet – 3 x 2 bedroom *Bed and Breakfast - *Double beds can be arranged	In S.A Rand VAT inclusive	In S.A. Rand VAT inclusive 10% commission	In S.A Rand VAT inclusive 20 % commission
Per person per night sharing	R 1 870.00	R 1 688.50	R 1 496.00
Room rate per night	R 3 740.00	R 3 366.00	R 2 992.00
Single per night	R 2 750.00	R 2 475.00	R 2 200.00
Third/Fourth person sharing. (Children 12-18 years. and adults)	R 850.00	R 765.00	R 680.00
Children 2-11 years	R 400.00	R 382.50	R 340.00
Children under 2 years	Free	Free	Free

Rose Rooms

<i>Fairview Hotel, Conference Centre, and Golf Estate (Four s.tar graded – TGCSA)</i>	<i>Rack Rate</i>	<i>Travel agencies, Conference and group rates</i>	<i>Tour Operators STO rate</i>
Jumbo shower only / lounge area - Twin (5 units) Bath & Shower - Twin (2 units) *Bed and Breakfast *Double beds can be arranged	In S.A Rand VAT inclusive	In S.A. Rand VAT inclusive 10% commission	In S.A Rand VAT inclusive 20 % commission
Per person sharing	R 1 475.00	R 1 327.50	R 1 180.00
Room rate	R 2 950.00	R 2 655.00	R 2 360.00
Single per night	R 2 650.00	R 2 385.00	R 2 120.00

The Village at Fairview....

The Village at Fairview

<i>The Village at Fairview (Five star graded by the TGCSA)</i>	<i>Rack Rate</i>	<i>Travel agencies, Conference and group rates</i>	<i>Tour Operators STO rate</i>
Executive spa suites - Twin (2) *Double beds can be arranged	In S.A Rand VAT inclusive	In S.A. Rand VAT inclusive 10% commission	In S.A Rand VAT inclusive 20 % commission
Executive spa suites - Double (8) *Bed and Breakfast			
Per person per night sharing	R 2 450.00	R 2 205.00	R 1 960.00
Room rate	R 4 900.00	R 4 410.00	R 3 969.00
Single person per night	R 3 200.00	R 2880.00	R 3168.00

No children under 14 yrs.

Standard Terms and Conditions – Fairview Hotels, Spa & Golf Resort

Check-in: from 14:00

Check-out: by 10:00

Early check-in and late check-out are subject to availability and may incur additional charges.

Booking Confirmation

All reservations must be confirmed in writing.

A valid credit card or proof of payment is required to secure a booking.

Rates and Payment

Rates are quoted in South African Rand (ZAR) and include VAT.

Rates are subject to change without prior notice.

Full payment is required 48 hours prior arrival. The Hotel reserves the right to apply No Pay – No Stay.

Children Policy

Children of all ages are welcome.

Children under the age of two years; may stay free when sharing with adults, depending on room capacity and hotel policy.

Extra mattresses or cots are available on request, subject to availability and room specifications.

Occupancy

The number of occupants per room will not exceed the maximum allowed as specified by the hotel.

Guest Conduct

Guests are expected to behave in a respectful and responsible manner. Management reserves the right to refuse service or evict any guest who does not comply.

Liability

The hotel is not liable for any loss, damage, or theft of personal items. Guests are required to use in-room safes where provided.

The use of hotel facilities is at the guest's own risk.

Non-smoking Policy

Smoking is not permitted in indoor public areas or non-smoking rooms. Designated smoking areas are provided.

Pet Policy

Pets are not allowed unless specified and agreed upon in advance.

Damage and Loss

Guests are responsible for any damage caused to hotel property. Costs for repairs or replacements will be charged accordingly.

General Cancellation Policy

Individual Bookings:

100% cancellation fee 7 days prior to arrival.

50% cancellation fee if cancelled 7–14 days before arrival.

100% cancellation fee in case of no-show.

Peak Season (e.g., public holidays, December holidays):

100% cancellation fee 7 days prior to arrival.

50% cancellation fee if cancelled 7–14 days before arrival.

100% cancellation fee in case of no-show.

Group Bookings (5 rooms or more):

Subject to specific group terms. A non-refundable deposit may be required.

Cancellation less than 30 days prior to arrival will result in full forfeiture of deposit or full payment.

Refunds:

Any applicable refunds will be processed within 14 business days.

Bank charges or processing fees are non-refundable.

Cancellation policy – Agents and Tour Operators

CANCELLATION POLICY – AGENCIES & TOUR OPERATORS

Standard Periods (Low and Mid-Season):

Free cancellation up to 21 days prior to arrival.

50% cancellation fee if cancelled 15 to 20 days prior to arrival.

100% cancellation fee if cancelled 14 days or less before arrival or in case of a no-show.

Peak Season (Easter, Festive Period, Long Weekends):

Free cancellation up to 45 days prior to arrival.

50% cancellation fee if cancelled 30–44 days prior to arrival.

100% cancellation fee if cancelled 29 days or less prior to arrival or no-show.

Group Bookings (10 pax or more):

Free cancellation up to 21 days prior to arrival.

50% cancellation fee if cancelled 15 to 20 days prior to arrival.

100% cancellation fee if cancelled 14 days or less before arrival or in case of a no-show.

Refunds

Refunds for cancelled bookings (where applicable) will be processed within 30 business days.

Bank charges and foreign exchange fees are not refundable.

Indemnity...

FAIRVIEW HOTELS, SPA & GOLF RESORT

GENERAL INDEMNITY FORM

Guest Full Name: _____

ID/Passport Number: _____

Contact Number: _____

Email Address: _____

Date of Arrival: _____ Date of Departure: _____

Room Number (if applicable): _____

INDEMNITY AGREEMENT

I, the undersigned, hereby acknowledge that I am a guest at Fairview Hotels, Spa & Golf Resort, and I agree to the following terms and conditions of indemnity:

Voluntary Participation and Use of Facilities

I acknowledge that I am entering the premises and using the facilities (including but not limited to the swimming pool, golf course, spa, gym, walking paths, gardens, and parking areas) entirely at my own risk.

Indemnity Against Loss, Injury, or Damage

I hereby waive, release, and discharge Fairview Hotels, Spa & Golf Resort, its owners, management, staff, and affiliates from all claims, demands, damages, or liability for any injury, illness, harm, death, theft, loss, or damage of whatsoever nature that I or any member of my party may suffer while on the premises or during activities arranged or facilitated by the resort, whether due to negligence or any other cause.

Personal Property

I acknowledge that I am solely responsible for my personal belongings. I understand that in-room safes are provided for valuables and that the hotel will not be liable for any loss or theft of personal items, whether stored in the room, vehicle, or elsewhere on the property.

Third-Party Services and Activities

Where services or activities (such as spa treatments, excursions, golf, transport, or external activities) are provided by third-party providers, I understand that the resort acts only as a facilitator and is not liable for the conduct, service quality, or any injury/loss arising from such third-party services.

Children and Dependents

I accept full responsibility for the supervision and safety of any children or dependents in my care during my stay.

Medical Conditions and Emergencies

I confirm that I am in good health or have disclosed any relevant medical conditions. I authorise the resort to obtain emergency medical assistance if required and accept responsibility for any resulting expenses.

Compliance

I agree to comply with all resort rules, policies, safety instructions, and codes of conduct as communicated to me by staff, signage, or documentation.

DECLARATION

I confirm that I have read and understood the terms of this indemnity. I voluntarily accept all terms and acknowledge that this indemnity is binding upon me, my heirs, executors, dependents, and assigns.

Guest Signature: _____

Date: _____

On behalf of minors (if applicable):

Names of minors under my care: _____

Relationship: _____

Signature (Parent/Guardian): _____

Date: _____

Standard reservation procedures...

Standard reservation procedures at Fairview Hotels, Spa & Golf Resort

1. Private/Individual Bookings

Step 1: Enquiry and Availability

Guest enquires via phone, website, email, or booking engine.

Hotel provides available dates, room types, rates, and inclusions.

Step 2: Provisional Booking

A provisional booking may be held for 24 to 48 hours, depending on demand.

Guest details are captured: full name, contact info, number of guests, and special requests (e.g. dietary needs, honeymoon, accessibility).

Step 3: Confirmation and Payment

To confirm a booking, the guest must:

Provide a valid credit card or

Pay a 50% deposit (or full payment, depending on hotel policy or booking date proximity).

Confirmation is sent via email, including:

Booking reference

Room type and rate

Payment details

Check-in/check-out times

Cancellation policy

Step 4: Pre-arrival Communication

A pre-arrival email may be sent 2–3 days before check-in with:

Welcome message

Weather forecast

Spa/activity reminders

Directions and contact numbers

Travel Agent or Tour Operator Bookings

Step 1: Booking Request

Agency or operator submits a written request via email or through a central reservation's platform (e.g., Tour plan, Nights Bridge, SynXis).

Required info includes:

- Guest names
- Travel dates
- Room and board type
- Special requests
- Agency reference and contact person

Step 2: Quotation or Confirmation

Hotel sends:

Net or commissionable rates as per contracted agreement

Booking confirmation with reference number

Terms & Conditions

Step 3: Voucher or Deposit

Agency sends a travel voucher or deposit payment to confirm the booking.

Credit-holding agents may confirm without upfront payment, depending on agreement.

Hotel issues a confirmation invoice or proforma invoice if prepayment is required.

Step 4: Rooming List (for Groups)

For group bookings, a full rooming list must be submitted at least 14–30 days before arrival.

Dietary and special needs should be included.

Step 5: Final Confirmation and Pre-arrival

Final booking confirmation is sent including:

Check-in/check-out details

Contact information

Payment status

Optional pre-arrival information may be sent for guest orientation or group leaders.

Important notes on bookings

Aspect	Individual Guests	Agencies/Tour Operators
Booking Channel	Phone, Email, Website, OTA	Email, GDS, Booking System
Payment	Deposit / Full Payment	Voucher / Credit Facility
Confirmation	Booking reference & receipt	Voucher / Confirmation invoice
Amendments	By guest directly	By agency representative
Cancellation	Subject to general policy	Subject to agent/tour operator agreement

Children's Rack Rates - Commissionable

- Children under two years of age – **free of charge**
- Children between 2-11 years sharing with parents - R 400.00 Bed / Breakfast.
- Teenagers between 12-17yrs pay third person sharing rate – R850.00 – Bed / Breakfast

Regret - No children under 14 years can be accommodated at the Village at Fairview.

Child minders are available at Fairview at R100.00 per hour (Guest will be charged on account).

Pets – are not allowed on the premises.

Activities at Fairview – Non-commissionable

Golf at Fairview

Par – 3 golf course on the property

Green fees: R 150.00 per adult / R 70.00 (under 18)

Hiring of golf cart:

2-seater R 200.00, 4-seater R 220.00 per round

Hiring of golf clubs: R 100.00 per round

Company Details:

Company name:	Fairview Hotels, Spa & Golf Resort t/a Fairview Hotels (PTY) Ltd
Company registration number:	2015/238561/07
VAT registration number:	4240283913
Postal address:	P.O. Box 1834 Tzaneen, 0850 Limpopo Province South Africa.
Telephone:	015-3072679
Mobile:	082 900 5166
After Hours:	083 488 3885
Fax:	086 618 4344
Email:	reservations@fairviewhotel.co.za
Website:	www.fairviewtzaneen.co.za

Owners: Andre and Marinda Thomas
Mobile: 0834883885 / 083 310 3885
Email: marinda@fairviewtzaneen.co.za

Agreement.....

Formal agreement of Terms and Conditions between

Fairview Hotel, Spa & Golf Resort (Service provider) and applicant

1 January 2026 – 31 December 2026

Company / Applicant	
Name	
Registration number	
Vat number (SA only)	
Website address	
Physical address	
Postal address	
Contact person	
Name	
Contact number	
Email address	
Financial manager	

Name	
Contact number	
Email address	

Contract...

Contract:

We

_____ hereby declare that we accept the above-mentioned terms and conditions and confirm to enter the agreed contract between Fairview Hotels, Spa & Golf Resort (service provider) and ourselves.

_____ as the clients.

Our company will respect and adhere to the abovementioned policies.

This document is signed on the _____ of _____ at _____

Name of responsible person

Signature_____

Witness 1

Print Name: _____

Signature: _____

Witness 2

Print Name: _____

Signature: _____

We thank you for doing business with Fairview Hotels, Spa & Golf Resort

We are fully committed to offering great service, warm hospitality and the best value for money every time!!



FAIRVIEW

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