



BOOKING POLICY

Casa-Pel Booking, Payments & Deposits Policy

At Casa-Pel, all bookings are confirmed strictly on a **first-paid basis**. Availability is not guaranteed until the required payment has been received and confirmed.

A booking is only secured once:

- Casa-Pel has confirmed availability.
- The required payment has been made.
Please note: Online payments through our website are currently unavailable. We accept bank transfers (bank details are on page 2) and card payments on arrival.
- Proof of Payment (POP) has been received by Casa-Pel.

Deposit Requirements

- **Accommodation Bookings:**

A **10% deposit** is required to secure the booking.

The remaining balance must be paid **7 days before check-in**.

Accommodation deposits are **non-refundable for cancellations made within 7 days of the confirmed booking date**. However, subject to management approval, the deposit may be credited toward an alternative booking date.

Events & Romantic Dinners

A **50% non-refundable deposit** is required to confirm the booking.

The remaining balance must be paid **14 days before the event date**.

Space Rentals

A **30% deposit** is required to secure the booking.

The remaining balance must be paid **2 days before use**.

Security Deposits

- Refundable security deposits may apply to selected bookings and will be refunded within **3–7 days**, subject to inspection of the property or rented space.

Terms & Conditions

By making payment to Casa-Pel, guests acknowledge and agree to Casa-Pel's Terms and Conditions.

Payment Details

Bank Name: ABSA

Account Name: Pelisto Holdings Pty Ltd

Account Number: 1523080

Internal Branch Code: 015

External Branch Code: 29-15-67

Branch Name: Palapye

SWIFT Code: BARCBWGX

Currency: BWP

Proof of Payment (POP)

Please send proof of payment to:

Email: casapelbw@gmail.com

WhatsApp: +267 76 384 484