



**Snoozing Travellers is referred to as “we” throughout the document.*

Information displayed on the Snoozingcapetown website

Information published on the Snoozingcapetown website serves as a guide only. While every effort has been made to ensure the accuracy of website information, we cannot be held responsible for any misleading information supplied by our establishment advertisers. If there are too many complaints from our guests we will approach the establishment and encourage them to rectify the situation.

We have made every effort to review and ensure that the establishments listed on Snoozingcapetown are either graded by a tourism association or inspected by our team. However, there are times when we cannot review each and every establishment. We trust and rely on our advertisers to supply us with accurate information.

Let us know if you feel there is any misleading information on any of our establishment listings. We do want you to use our website again!

Updated establishment information

We advise contacting the establishment directly to confirm your reservations and/or any other information (rates, building work, specials, refurbishments etc) to ensure a hassle free holiday.

Legalities

We disclaim any responsibility for error, mis-interpretation or dissatisfaction relating the guest's stay at an establishment. We also disclaim any responsibility towards damage caused by reliance on the information contained on Snoozingcapetown. We will not be involved in the handing out of any refunds. We will, however, do all we can to help you if you cannot reach the establishment. PLEASE read the individual establishment's cancellation policy and ensure you satisfied with it before booking and paying online.

Booking procedure

If you book accommodation on Snoozingcapetown your booking will go direct to the establishment of your choice. If you search availability, book and pay online your enquiry will go through our payment/availability partner, Nightsbridge. Not all of our establishments are affiliated with Nightsbridge, and therefore do not offer the online reservation & booking system. You will see direct contact details displayed on the web page of establishment's who have no live availability systems in place.

Privacy and security

If you book & pay online your booking is 100% secure. Our partner, Nightsbridge processes all payments through the Paybridge Gateway. Your web address should have a lock in the URL bar and http should change to https. This indicates a secure URL, which is authenticated by Thawte Consulting CC.

Cancellations with online payment

If you book/pay online with a particular establishment you are bound by their terms and conditions. Each establishment also has a unique cancellation policy which you will need to agree and adhere to when booking. Any refunds owing to you by the establishment will need to be dealt with directly with them. We will not refund, or be involved with, any direct payments/payments between the user and the advertiser.

Reviews and opinions

We have the right to express opinions about the establishments listed on Snoozingcapetown. Not all reviews and guest feedback will be published. We also have the right to edit reviews before putting them live on Snoozingcapetown.

Tour operators in the things to do section

We do not book any tours for the guest; but we do offer advice about where to book specific tours. We are not formally affiliated to any of the "things to do" operators listed in this section. It is at your own risk if you choose to do a day tour through one of the listed operators. We are therefore not responsible for your safety – they are. However, we have done our best to ensure there are only reliable resources represented on Snoozingcapetown. Feedback is always encouraged.

Set packages

The "set packages" listed on this website have been designed by operators that we have used in the past; each of whom are renown for having a high level of customer service. Each set package is bookable through these specialist operators and has been priced especially for Snoozing Travellers. Set packages are in accordance with that particular operator's terms and conditions.