



TOUR OPERATORS WHOLESALE RATES AGREEMENT

Valid From

01 January 2026 – 31 December 2026

Between

Knysna Log-Inn Hotel Main building
Knysna Log-Inn Hotel Graywood wing
16 Gray Street
Knysna
6570
Tel: +27 (0) 44 382 5835

(Registration number: 1990/020835/23)
(VAT registration number: 4830 122 315)

And

Company Name: _____

Company VAT Registration no: _____

Company Registration no: _____

Telephone: _____

Physical Address: _____

Postal Address _____

THE KNYSNA LOG-INN

COMPANY

Signature (Duly Authorised)

Name: _____

Date: _____

Signature (Duly Authorised)

Name: _____

Date: _____

TERMS AND CONDITIONS

3-Star – Standard Rooms – Graywood Wing (Graywood Rooms)

4-Star – Deluxe & Luxury Rooms – Main Building (Knysna Log-Inn Rooms)

STO RATES

Room Types	Qty	Max Adlt	Max Chld	Meal Plan	Occ	01Jan26 - 30Apr26	01May26 - 30Sep26	01Oct26 - 31Dec26
Standard Twin	34	2	1	BB	Sgl	1 824	1 664	1 920
					Dbl	2 099	1 894	2 195
Standard Double	15	2	1	BB	Sgl	1 824	1 664	1 920
					Dbl	2 264	2 124	2 415
Deluxe Rooms	35	2	1	BB	Sgl	2 296	2 168	2 400
					Dbl	2 584	2 456	2 688
Luxury Rooms	19	2	2	BB	Sgl	2 696	2 496	2 792
					Dbl	2 984	2 784	3 080
					Tpl	3 328	3 160	3 504
					Qua	3 616	3 448	3 792

- **STO** rates are quoted on a per room per night basis, inclusive of a Full English Breakfast, VAT at 15%.
- **STO** rates are valid from 01 January 2026 – 31 December 2026.

This agreement is applicable and exclusive to **Tour Operator**

The rates stipulated in this agreement may not be advertised on any portal or online booking site without the written consent of the Knysna Log-Inn Hotel.

CHILDREN

- A child under 2 years is accommodated free of charge, sharing a room.
- A child 2 years and older, sharing a bedroom with two adults, pays third person sharing rate. (Luxury Rooms Only)
- A child 2 years and older, sharing a bedroom with one adult, pays per person sharing rate and constitutes double occupancy.

PORTERAGE

Porterage will be charged at R25 per person in & R25 per person out. Porters must be arranged in advance.

All rates quoted are on a per room per night basis and are nett and non-commissionable. The Knysna Log-Inn Hotel unilaterally reserves the right to automatically, without prior notice increase the rates accordingly should government taxes or levies be amended.

Please note that a specific number of rooms have been allocated to wholesalers and once this allocation has been filled, the STO rate will no longer be accepted.

The rate for day use will be the single room rate, however, the room must be vacated prior to 17:00.

Rates are intended for use by Tour Operators who conduct business in international markets and may only be used for travellers originating outside of South Africa.

CANCELLATION / PAYMENT POLICIES

A booking with 8 rooms or more is considered a group and group terms will apply

A booking with 4 – 7 rooms is a “party” booking, whereas a booking with 3 rooms or less is an FIT booking and subject to free of cancellation up to 14 days prior to the arrival date, thereafter 100% cancellation fees apply. Payment due 14 days prior to check-in or per the Accounts Receivable agreement in place.

DRIVER & GUIDE

1 – 4 full paying guests receive 1 single room at 50% discount.

5 – 14 full paying guests receive 1 single room free of charge.

15 or more full paying guests receive 2 single rooms free of charge.

CANCELLATION CHARGES

Groups

15 – 29 days prior to arrival - 50% cancellation fee will be charged.

1 – 14 days prior to arrival - 80% cancellation fee will be charged.

100% cancellation fee will be charged for no-shows.

Final group rooming list to be received 28 days prior to groups' arrival date.

FIT's

11-14 days prior to arrival 30% cancellation fee will be charged.

7 - 10 days prior to arrival 60% cancellation fee will be charged.

6 days or less prior to arrival 80% cancellation fee will be charged.

100% cancellation fee will be charged for no-shows.

ACCOUNT PAYMENTS

Operators who have pre-arranged credit facilities at the Knysna Log-Inn Hotel may be requested to guarantee a group arrival in writing and will be required to settle accounts as per their credit agreement. Should this not take place, the Knysna Log-Inn Hotel reserves the right to revoke both agreements (STO contract and Credit agreement) after seven (7) days written notice.

BANKING DETAILS

First National Bank

Knysna

Acc no: 6202 853 4122

Branch Code: 210214

SWIFT Code: FIRNZAJJ

This rate agreement becomes valid only when signed and received by the Knysna Log-Inn Hotel and is subject to interpretation in terms of the South African law. We hereby confirm that we agree to all terms and conditions as set out in the pages above.

NAME: _____

DESIGNATION: _____

SIGNATURE: _____

DATE: _____

PLACE: _____

Please initial each page