



ECHO MOUNTAIN INN

Your home away from home

Booking Terms and Conditions:

Confirming a Booking:

- 100% Pre-Payment is required prior to confirming a booking.
- Proof of Payment OR a Virtual/Manual Successfully charged Card confirms the booking.
- We do not accept travel vouchers as a form of payment and/or confirmation.
- We do not accept cash/card on arrival.

Hours of Arrival and Departure:

- Check-in Time: Between 15:00 – 21:00
- Check-out Time: By 10:00
- Please note that our check-in desk closes promptly at 21:00.
- We kindly request guests to arrive before this time else risk the booking being cancelled and marked as no-show.

Generator:

- Our generator runs 24/7 during load-shedding or power outages, ensuring uninterrupted service for our guests.

Parking Policy:

- Complimentary parking is provided for guests in our two secure parking lots on the premises. Parking in the primary lot operates on a first-come, first-served basis.

Visitor Policy:

- For the safety and security of our guests and staff, we do not permit access to guest areas for non-registered individuals.

Pet Policy:

- With prior notification, medically trained or guide dogs are permitted on the premises. Please inform our management team in advance to arrange accommodations. Additional charges may apply.

Smoking Policy:

- All rooms are designated as non-smoking. Guests may smoke on room balconies or in designated outdoor areas with ashtrays. Smoking is permitted in the Bar, Eatery, and Slots Lounge.

Location:

- Find us at: <https://maps.app.goo.gl/hcJs58FxvdP3BmjZ8>
- 87 Van Der Bijl Street, Thabazimbi, 0380

Contact Information:

- Central Reservations: 087 138 1500 (RSA)
- Alternative: 079 884 5114 (RSA)
- WhatsApp: 079 884 5114
- Email: echo@mackenziegroup.co.za

Sunday Check-In:

- Please note that the Echo Grill, Bar, Slots, and Carwash are closed on Sundays. Guests arriving on Sundays will be contacted directly to arrange check-in.

Cancellation Terms:

- This reservation is made under a Non-Refundable rate. The reservation total will not be refunded under any circumstances. In case of an emergency cancellation, funds will be added to a Wallet, which must be utilized within 90 days of the cancellation date. Wallet terms and conditions are available upon request.