



## KEY TRAVEL

### Pre Paid Accommodation Voucher

#### Booking details

**Guest Names(s):** Room 1: Dr Gareth Dorrian  
**Hotel Name:** Hermanus At Home  
**Check In Date:** 14/07/2019  
**Check Out Date:** 19/07/2019  
**Key Travel Reference:** MSXBWU  
**Supplier/Hotel Reference:** 8083281852946  
**Hotel Address:** 9 Arcadia Street Hermanus 7200  
**Hotel Contact Number:**  
**Room Type:** Double Room 2 (First Floor)  
**Board Basis:** Breakfast Only  
**Cancellation Policy:** This rate can be cancelled free up to 12/07/2019. From 13/07/2019 to 14/07/2019 cancellation charge is 190.05 GBP. Please take this into account when booking.  
**Compulsory Requirement:** Photographic ID upon check-in will be required

#### Guest Information

- Your booking is guaranteed for late arrival however if the guest is due to arrive at the property after 6pm we recommend contacting the hotel directly to advise of late arrival.
- If you are dissatisfied with any aspect of your stay please contact the hotel duty manager immediately to raise your concerns. Key Travel is unable to investigate any complaints that were not raised with the management whilst at the hotel. Early departure from the hotel without contacting Key Travel may incur additional charges and prevent any opportunity for a refund.
- Please note that while the hotel has been advised of your room preference, hotels do not guarantee bed configurations. Rooms are allocated on check-in and are therefore subject to availability.
- This voucher only covers payment for the board basis stated above; any incidental charges such as parking and internet are payable by the guest locally.
- Some destinations now charge additional nominal taxes to incoming travellers. Tourist Tax, Environment Tax or City Tax is only payable locally at the hotel and may be charged per room/per person/per night.
- Guests may be expected to provide a deposit upon arrival in the form of credit/debit card or cash deposit presented at check in. Cards are pre-authorised to cover any potential losses (e.g. breakages/removed items from the room). The amount requested varies by property and could be as high as £300 for serviced apartment properties. The pre-authorisation is released upon check out however there could be a delay of up to 5 days when using a debit card.
- Please note if you are part of a hotel chain rewards scheme please present your reward card to reception upon check-in, in order to collect your points. The points are not applicable on prepaid reservations
- PLEASE NOTE: If you have booked an apartment please ensure you have check-in instructions at least 24 hours prior to your arrival

#### Supplier Information

For hotel use only: The above reservation was confirmed through EXPEDIA. Payment by arrangement with relevant supplier.

#### Agency Contact Information

Key Travel Ltd, 1st Floor, 28-32 Britannia Street, London, WC1X 9JF, United Kingdom  
Phone: +44(0) 161 819 8900 Fax: +44(0) 161 768 5153  
Email: Please contact your dedicated reservations team in charge of your organisation Office Hours: Mon-Fri 0845 – 1730 GMT, Sat 0900 – 1300 GMT

In the event of an emergency outside office hours, please contact +44(0) 207 843 9602 where you will be connected to a Key Travel consultant who can assist you.

**Thank you for using Key Travel**