

Western Cape, South Africa
+27 (021) 773 0867 · accounts@tm-rentals.com
<https://tm-rentals.com>
Reg 2021/794867/07 · B-BBEE Level 4

BILL TO

The Masked Rentals Pty Ltd

Version 1.0

Updated 19 August 2026

How much you get back, and how quickly, if plans change.

Plans change and we would rather you told us early than simply not arrived. This policy explains what happens when a short-stay booking is cancelled.

1. How to cancel

Use the private link in your confirmation email, or reply to that email. Your cancellation takes effect on the day we receive it, so cancel as soon as you know.

2. What is refunded

The refund is a percentage of what you have actually paid, and it depends on how many days before check-in you cancel. The current tiers are shown on the booking form, on your confirmation, and on the cancellation screen before you confirm. The tier that applies is the one for the day we receive your cancellation.

3. Why anything is retained

A cancelled stay close to the arrival date usually cannot be re-let, and we have already turned other guests away. The retained portion covers that lost income and the cost of preparing the place. If we do manage to re-let the dates at the same rate, tell us and we will review the retained amount in good faith.

4. How refunds are paid

Refunds go back to the account or card you paid from, normally within five working days of us processing them, though your bank may take longer. We will email you a refund confirmation showing exactly what was paid, what was retained, why, and what was refunded.

5. Changing dates instead

Ask. If the new dates are open and the rate is the same, we will usually just move the booking rather than charge you a cancellation. Moving to a higher-rate period means paying the difference; moving to a lower-rate period does not create a refund.

6. Shortened stays and no-shows

Leaving early does not create a refund for the unused nights. If you have not arrived and not contacted us by midday of the day after check-in, we may treat the booking as cancelled with no refund and re-let the place.

7. If we cancel

If we cancel a confirmed booking for any reason other than your breach of the booking terms, you get a full refund of



everything paid, regardless of the tiers above.

8. Travel insurance

We strongly recommend travel insurance. It covers the reasons this policy cannot — illness, family emergencies, cancelled flights and the like.

The Masked Rentals Pty Ltd · accounts@tm-rentals.com · +27 (021) 773 0867

© 2026 The Masked Rentals Pty Ltd. All rights reserved. Designed by The Masked House Pty Ltd (themasked.co.za)