



Terms and Conditions of Credit Card Payments

For credit card payments Sienna Villas accepts only Visa and Master Card Credit Cards for payment of any accommodation invoice. If a credit card is used to secure a booking online and pay the initial fifty (50) percent deposit payment, the person whose name the booking is under must be the name on the credit card used and agrees to be bound by the following terms and conditions.

- By submitting credit card details via the online booking system or via our direct booking form system the cardholder agrees that the booking shall be confirmed at the time of the receipt of these details by Sienna Villas.
- The account details of the credit card that has been submitted to Sienna Villas via the on-line booking system or via our direct booking form system shall be used to debit the cardholders account by the amount of fifty (50) percent of the total of the accommodation invoice amount thus confirming the booking.
- The card holder agrees that by supplying the credit card details through the internet in good faith, either via the on-line booking system or via our direct booking form system the transaction shall be processed as a CNP (Card Not Present) transaction.
- All efforts will be made by Sienna Villas to verify the identity of the card holder booking the accommodation and therefore a copy of the passport of the card holder must be supplied with the signature on the page clearly visible.
- Sienna Villas shall not be held responsible for any errors or omissions made by the cardholder during the booking process.
- The name on the card used must be the same name as the person that is requesting the accommodation booking.
- Bookings paid via credit card will not be accepted in any other name other than the name on the credit card used to confirm the booking.
- Upon arrival at Sienna Villas for the term of stay agreed by the online booking system or the direct booking form system, the balance of the accommodation invoice must be paid using the same credit card that was submitted during the online booking process.
- The cardholder agrees to all the terms and conditions stated here, in particular the cancellation policy terms and conditions and agrees to be bound entirely by such in the event of the cancellation or no-show policies being brought into effect.

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