

TERMS AND CONDITIONS

1. **NO CREDIT TERMS offered-payment 2 weeks prior to arrival or on arrival.**
2. The guest bedrooms are private areas and restricted to guests staying.
-No visitors, extra person/s to sleep over without permission- Refer cost.
Additional persons will be charged accordingly.
3. We do not provide "room service" nor 24 hour service.
4. **MAIN HOUSE:** external visitors are not allowed to socialize in bedroom areas.
5. Kindly advise when expecting visitors (*for security purposes*).
6. Visitors to wait in reception or lounge area.
7. Kindly consider other guests and avoid high noise levels and loudness:
Avoid banging doors when closing it, hold the handle and close door firmly- talking loudly etc.
8. When coming in after 10.00pm at night- please consider other guests and be quiet.
9. **MAIN HOUSE:** All doors are locked between 9.00-10.00pm at night.
10. No arranged business meetings to be held in the formal/dining lounge area.
11. **We do not host children under the age of 12-only by special request-medical need**
This due to the need for tranquility by other guests and children naturally cannot be quiet/babies cry and this disturbs other guests.
12. Families with babies and children considered will be hosted in THE GARDEN COTTAGE and not in the, main house. (*this may happen occasionally-subject to bookings and medical needs*)
13. Block bookings/events-weddings/funerals family re-unions- special terms and conditions apply.
Venue and photo taking-POA
14. **CLEANING SERVICES:** kindly note standard cleaning services offered-9.00-2.00pm
All guest bedrooms are serviced daily Monday- Saturday
Bedding and towels changed weekly.
Should you require other, kindly advise to arrange/advise by door tag by 10.00am.
Sundays and public holidays: advise in advance
15. Refer inventory list. Damages, loss of keys and garage remote will be billed respectively.
16. No harmful items-guns/substances/illegal goods allowed on premises.
17. Waiver of liability: one signature for family/couple/group-1 or more persons staying.
We will not be held responsible and liable for any damages or injury you may suffer or cause while staying here.
18. All reservations that have **not been confirmed with Deposit or Full Payment** are deemed provisionally booked and may be released by the Guesthouse without prior notification.
19. **CANCELLATION POLICY:**
 - 19.1. Cancellation 3 months in advance-10%
 - 19.2. Cancellation more than 1-2 months in advance- 15% cancellation fee
 - 19.3. Cancellation 1 month in advance -25% cancellation fee
 - 19.4. Cancellation 2 weeks prior to stay-50% cancellation fee
 - 19.5. Cancellation 2 weeks and while on stay- no refund.
 - 19.6. Late arrivals and no shows will be charged for in full.

I / we have read and understand and accept all the terms and condition hereof.

PRINT NAME:.....**DATE:**

SIGNATURE:.....**ID NUMBER:**