

BOOKINGS:

Guests are required to provide a 50% deposit to confirm the booking. Balance of payment for the accommodation is required on arrival. To protect you and in order to comply with money laundering and other regulations, guests may need to provide a passport or ID card. The Guesthouse reserves the right to regard any booking as a ``No Show`` where parties do not check in by 20h00, unless prior arrangement has been made with the guesthouse for a late check in.

CHECK-IN AND CHECK-OUT:

Guests may check-in at any time from 14h00 the day of arrival. Failure to check in by 20h00 without prior arrangement with the hotel in writing may result in the booking being treated as a ``No Show``. Guests are required to check out by 10h00 on the day of departure. The guesthouse reserves the right to charge for an extra night where guests have not checked out by 10h00, unless prior arrangement has been made with the guesthouse.

CANCELLATION:

Cancellation more than 28 days prior to arrival is fully refunded. Cancellation 15 to 28 days prior to arrival, full 50% deposit is forfeited. Cancellation within 14 days prior to arrival, 100% of booking value is due. Where guests have not checked in by 20h00 on the day of arrival, the booking may be treated as a ``No Show`` if prior arrangement has not been made with the guesthouse and 100% of the total booking value is charged. Early departure do not receive refunds.

DISTURBANCE:

Guests are requested to keep television and general noise levels to a minimum after 22h00. The guesthouse reserves the right to require a guest to check out and leave the premises if he/she continues to cause undue disturbance, annoys other guests or is behaving in an unacceptable manner.

CHARGES AND GUEST LIABILITIES:

Towels, Soap and Shampoo dispensers: Removal or excessive soiling of hand towels, bath towels, bath sheets or removal of dispensers are charged at R400.00 each/ Bedding: Removal or excessive soiling of any bedding item is charged at R600 each. Hangers: Removal of these is charged at R100 each. Smoking: All rooms are non smoking. In cases where rooms require extra cleaning due to smoking will be charged a R1000.00, this will be charged as applicable at a rate determined by the guesthouse. Damage: Damage to rooms or general areas of the guesthouse will be charged as applicable and as determined by the hotel. Keys: Lost keys will be charged at R400.00 a set. Remote Controls: Loss or damage to TV remote controls or air-conditioning remote controls will be charged at R500.00 each. Fixtures and Fittings: Removal or damage to fixtures and fittings in rooms or general areas will be charged as applicable and as determined by the hotel. Any charge incurred will be charged (but not exclusively to) to the credit card details submitted when booking or presented at check in.

LOSS AND LIABILITY:

Guests must report any loss of or damage to their property immediately on discovery to the guesthouse management, and shall make themselves available to assist with any reports made by the guesthouse to the police. The Guesthouse is not liable for any loss or damage to personal property or injury or death to persons where ever on the property or how so ever caused. The Guesthouse shall not be liable to a guest for any loss or damage to property caused by the misconduct or negligence of another guest or an Act of God. Guests will be liable to any loss, damage or personal injury they may incur at the Guesthouse.

VALUABLES:

Guests with valuables store these in the safe provided in the room. The guesthouse does not accept any liability for loss of goods howsoever. Guests are requested to ensure that their rooms are locked at ALL times and that windows are closed when rooms are not in use.