

## CANCELLATION POLICY

<b>No shows or premature departure</b>	<b>forfeit 100%</b>
<b>Cancel or amend 0-30 days prior to arrival*</b>	<b>forfeit 100%</b>
<b>Cancel 31+ days prior to arrival, credit card &amp; SA EFT** refunds</b>	<b>forfeit R300 admin fee</b>

In the event of a cancellation management may consider refunds where those days can be re-booked after deducting any costs incurred with respect to the re-booking and preparation of the residence.

We recommend taking out travel insurance to protect you for loss in the event you cancel your booking.

\*Property Security Deposit will be refunded

\*\*International EFT's will be paid back at the ZAR amount we received minus admin. fee

## TERMS & CONDITIONS

### Management reserve the right to terminate your stay with no refund should you not comply with any of the Terms & Conditions.

#### 1 Conditions of Stay:

All accommodation is allocated according to availability. Requests for particular types will be granted where possible.

Right of admission is reserved. All bookings will receive a confirmation email with booking form to be completed, signed and returned by all guests.

For bookings made in advance our Terms & Conditions can change so please read our T&C's and our FAQ section on our website for current updates.

The owners and the management will not be held responsible for:

**1.1.** Any loss or damage to the property or possessions of any guest or visitor, whether such damage was caused by fire, theft or otherwise, or negligence or the wrongful act of anyone in the employment of or acting on behalf of the owner/management.

**1.2.** Any personal injury of what so ever nature, sustained by a guest, visitor, whether such injuries were sustained by the negligence or wrongful act anyone employed by the owner/management or any other person or by the defective functioning of any apparatus or appliance of the owner/management.

**1.3.** Any person who signs the check in document and who is accompanied or visited by any other person, or who is accompanied or visited later by any other person, safeguard the owner/management against any responsibility towards any person in the instances explained in the conditions in paragraph 1.1 and 1.2.

The guest by completing and signing the booking form, warrants that he/she is duly authorized to sign for and bind all persons represented by him/her or for whom he is responsible to those conditions of residence and failing such authority, agree to be personally liable for all amounts arising from the residence of himself/herself and his/her party at De Waterkant Cottages & Apartments.

**2. Payment & Outstanding Charges:** An initial 50% deposit is required to make a booking & the balance of 50% is required 30 days before arrival. If we are processing manually please notify in advance if your card has changed or making an alternative form of payment; the card holder and card has to be present at check-in and we are required to take a manual signed imprint plus total. The separate Property Security Deposit is due 7 days prior to arrival and must be made by the main guest staying in the property.

100% payment is required to secure a booking less than 30 days prior to arrival and on all specials, discounts and promotions. All amounts are net of any bank or transfer charges. All outstanding charges on properties, not paid for at time of departure, will be deducted from the Property Security Deposit; this includes mini-bar, late checkout, laundry, taxi services, breakages, loses, damages and anything else related to your stay. Min of R50 credit card transaction applies.

**3. Number of persons:** Overnight accommodation is strictly according to the number of persons as per the reservation document.

Should the manager find more persons than those stated it is totally up to his/her discretion to ask the visitors and/or guests to vacate the property with no refund of any accommodation monies. Each property has a maximum number of persons allowed; no sleeping on sofas or third persons in a bedroom allowed. No camping is permitted on the property grounds. No more than 2 additional day visitors, than the total that property can accommodate, are allowed at any one time. Management reserves the right to ask visitors to vacate the property with immediate affect should the terms and conditions not be adhered to. Guests are responsible for their visitors and liable for any costs incurred.

**4. Alterations and cancellations:** Though it is unlikely that we will have to make any changes to confirmed arrangements, it does occasionally happen, and we will advise you at the earliest possible date. If for any reason beyond our control, we are unable to provide you with the property you have booked, we reserve the right to transfer you to a similar property. However, if this is not possible or you do not wish to be transferred, we will cancel the booking and refund the amount paid to us for the property, but we will not be liable for any cancellation charges for travel arrangements. Any guest amendments after booking has been confirmed, that reduces nights and/or number of days, are subject to our cancellation policy terms.

**5. Arrival & departure times:** Check-in: is from 14:00 to 17:30 weekdays and 14:00 to 15:00 weekends/public holidays.

Whenever possible we will try to accommodate an earlier check-in if previous night in property not booked and full service has happened; this will only happen after 12:00 and is solely at management's discretion; this is not guaranteed. We are happy to store luggage however unfortunately our reception has no changing facilities. We require to take photo-copy(s) of your booking credit card and ID or passport upon arrival and to complete a registration form.

We can arrange an airport taxis service to bring you directly to our reception; please let us know your arrival flight details.

**Late Check-ins /airport taxis service:** We recommend using our airport taxis service which will take you directly to your property. If you are planning to use a hire car we advise getting the vehicle delivered to your property the following day. Please come to reception the following day for us to take photo-copy(s) of your ID or passport and complete our registration.

**Late Check-ins /own transport:** If you do not intend to book our airport taxis service you will automatically be charged a late check-in fee of R200 per arrival time for staff to meet you at our reception; after 17:30 weekdays & 15:00 weekends/public holidays.

Please let us know what approx. time you will be arriving and if your plans change on the day. For all arrivals after 17:30 weekdays and 15:00 weekends & public holidays please call 072 457 4387 half an hour before you arrive in the village and we will meet you at 40 Napier Street.

For arrivals on the 25th December and 1st January you have to use our airport pick-up service as our reception is closed and our late check-in service is not available.

If you have your own transport the driver can meet you at the property with keys and the single passenger fee will apply.

**Checkouts:** are up to 10:00. If you intend to leave early before reception is open then please settle your account the day before; you can drop keys through the reception post-box.

**Late check-outs:** can be arranged if the property is available and only with prior notice. An additional fee is applicable; up to 16:00 high season R700 and low season R500, after 16:00 full daily rate applies. All times are at the discretion of management.

**6. Minimum letting period:** A minimum letting period of 7 nights applies from 20th Dec to 5th Jan inclusive. A minimum letting period of 2 nights applies to all other nights including all public holidays. All minimum letting periods are at the discretion of management.

**7. Children:** Under 2 years stay free of charge; children 2 years upwards are charged at the additional person rate. Cots without bed-linen are available at R85 per night and can be used by 18mths and younger; maximum 5 nights charge there-after free. Children are the responsibility of parents at all times.

**8. Smoking:** For the comfort of all guests we do not allow any smoking inside any of the De Waterkant Cottages & Apartments properties. Smoking is permitted on all exterior terraces, balconies and roof decks unless marked or instructed otherwise.

If discovered smoking guests will be charged a R2000.00 penalty payment to cover the cost of dry-cleaning and smoke damage.

**9. Complaints:** If you have any problems during your stay please contact a member of the management team so we can assist while you are here.

**10. Behaviour:** The guest signing the contract is responsible for the correct and decent behaviour of his/her party. Should the guest and his/her party behave in such a manner that is not acceptable by our civilized standards and /or cause disturbance and complaints from neighbours, the management may ask the guest and his/her party to vacate the property with no refund of monies.

**11. Property Security Deposit:** The guest is liable for any damage, loss or breakage to the property and/or contents including stains & scratches, beyond normal wear and tear, and costs will be deducted from the guests account. Please see separate Security Property Deposit for full T&C's.

**12. WiFi:** As an extra service, and separate to your accommodation rate, we can, when available, offer free WiFi data in your property. Please see our website FAQ section on "internet access" for full T&C's; by signing the booking form and accepting the property WiFi password you agree to all our terms.

## PROPERTY SECURITY DEPOSIT

**As well as the full accommodation deposit a separate property security deposit is payable to confirm this booking by the main guest staying.**

- This deposit will be re-funded to the credit card or South Africa bank account, used to make this payment, within 7 S.A. working days of your departure, excluding any deductions once the unit has been fully checked and all is found to be in order. If deductions are made the final refund will take slightly longer to process by the banks.
- The guest named on the booking form should notify reception the same day of check-in, or next morning if late check-in, should any property items be broken or missing.
- Please inform us during stay of any loss of damages so this can be added to your account and settled upon departure. Any loss or damage to the property and/or its contents must be paid for even if accidental.
- Should amount exceed this deposit amount the guest will be billed accordingly.
- Should you card details change between making the deposit and arrival please update us before check-in.

**The person responsible, in terms of this agreement, for all outstanding costs is the main booking name and person that stayed in the property.**

- If any item is missing, broken or damaged the replacement value or repair cost will be deducted from this deposit, this includes stains and scratches, beyond normal wear and tear;
- If there are any traces, signs or smells indicating that someone has smoked in the property the deposit will not be refunded;
- If there is additional extensive heavy cleaning required then this will be deducted from this deposit;
- If there are stains on the linen that cannot be removed then replacement costs will be deducted from this deposit. Please note substances like make-up, tanning lotions/oils and blood can leave permanent stains.
- If the manager becomes aware of any issues arising of the misuse of the property and/or complaints from neighbours during or after your departure this deposit will not be refunded;
- If windows, skylights and or doors are left open upon departure that result in damage or theft this deposit will not be refunded.
- If any keys not returned upon check-out, and cannot be returned prior to next guest check-in, then locks, keys and tags will be replaced and the guest held accountable. This is in the interest of safety.
- If there are outstanding charges not paid for at time of departure, these will be deducted from this deposit amount; this includes late check-in's & out's, transfers and all extra guest services relating to your stay.

**The guest consents to this deduction and undertakes to leave the accommodation in the same condition as found at arrival.**

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