

## 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 or amend your booking.

\*Property Security Deposit will be refunded

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

#Please read our website rates page for updated policies during the COVID-19 crisis that supersedes above

## 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 for leisure purposes only i.e. no business activity allowed, and 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 copy of this plus take a separate signed voucher imprint. The separate Property Security Deposit is due at check-in 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, losses, 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 effect 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.

**13. Force Majeure:** Will come into affect whereby all advance paid deposits will be retained and credited as a voucher towards future bookings within a 12-18 month period hereunder, arising out of or caused by, directly or indirectly, forces beyond our control, that prevents the guest staying including, without limitation, natural catastrophes, fires, storms, floods, war, strikes, civil or military disturbances, acts of terrorism, riots, strikes, work stoppages, acts of war, government action, public authorities, national or local crisis, outbreak of disease, contagion, epidemic or pandemic. It is explicitly agreed that an event of force majeure suspends execution of standard existing payment booking terms and cancellations.