



RESERVATION CONFIRMATION and TERMS AND CONDITIONS

6 Sleeper Self Catering Accommodation

Dear Guests

Terms & Conditions

- The following actions are not allowed and are defined as misbehaviour:
 - Excessive noise and/or loud music – **any** time during the day or night
If at **any** time there are more people on the premises than agreed to,
 - Any commercial activity, team building, party or disco, 21st birthday party, matric gathering, bachelor-, hen parties and
 - Any other action judged by the manager as misbehaviour.
- All facilities are used at own risk. The owner or manager does not accept any liability or legal responsibility whatsoever for any damage, loss or injuries incurred as a result of utilising the facilities or any other injuries or damages visitors may suffer at this Cottage or on the property.
- No smoking** is allowed in the Cottage.
- No pets are allowed in the Cottage, except by special arrangement for guide dogs for the visually handicapped.
- No items are to be removed from the house. White bath towels are not to be used outside. Swimming towels are available on request, please bring your own.
- Breakage deposit:
The key/breakage deposit is normally refunded within 15 business days after departure. The following will affect the refund:
 - If there are **any** traces, signs or smells indicating that someone was smoking in the house, the deposit will not be refunded,
 - If the manager becomes aware of any act of misbehaviour as defined in section 1 of the Terms and Conditions (even after the guests have left the premises), the breakage deposit will not be refunded.
 - If any item is missing, broken or damaged, the replacement value will be subtracted from the deposit. The responsible person should check the contents of the house at arrival against the inventory lists provided and should notify the manager within one hour from arrival should any items be missing or damaged.
 - If there are stains on the linen, the linen will be replaced and the costs will be subtracted from the deposit. The following substances are likely to leave stains on linen (this may not be a full and complete list):
Blood, mascara, make-up foundation, self-tanning or quick tanning lotion, and suntan oils,
 - Any cost incurred to rectify the Cottage after the stay will be subtracted from the breakage deposit, e.g. should extra heavy cleaning be required, or if excessive dirty dishes are left.

Note: If the key/breakage deposit is not enough to cover damages or costs, the responsible person in terms of this agreement remains responsible, **in his personal capacity**, for costs.
- Cancellation policy: (Unless we manage to resell the total accommodation)
No show or cancellation within 14 days of stay – No refund due.
Cancellation between 15 and 30 days before stay – 25% of the deposit will be refunded.
Cancellation between 60 and 30 days before stay – 50% of the deposit will be refunded
Cancellation more than 60 days before stay – full refund.

I, the undersigned, and my group hereby accept all the Terms and Conditions as stipulated above. We undertake to abide thereto and confirm that we are aware that, if we transgress any one of these Terms and Conditions, we will be evicted from the house without refund of any payments. We also accept that the key/breakage deposit will only be refunded up to fifteen business days after departure after the manager has ensured that the Cottage is left in a satisfactory condition.

I, the undersigned, and my group hereby indemnify the Owner as well as the Property Manager against any damages suffered by any one of the guests due to the negligence or dolus on the part of the owner or Property Manager or their employees.

NAME IN PRINT (Responsible person)

SIGNATURE

DATE

Note: Please ensure you have initialled each Page on the side of the agreement to acknowledge understanding of the clauses.