

# **HOUSE ON YORK TERMS AND CONDITIONS**

## **Common Law Rights**

*This specifies the certain legal parameters.*

- Notwithstanding Common Law rights, it is an express condition of occupancy of this resort that the Management is not responsible for loss or damage suffered by any guest to his person or property, whether arising from fire, theft, or wrongful act of any person or property, or otherwise, excepting such valuables handed to the Reception Office officials for safe keeping.
  - In the event of a guest being in breach of any of the foregoing conditions, or refusing to obey any request of the Management or committing a nuisance or any act which is, in the opinion of the Management, detrimental to the operation of the Guest House, the Management may forthwith terminate the accommodation of that guest and any persons accompanying that guest without prejudice to the right to recover any damages or loss sustained, including loss of income arising from the premature termination of the accommodation. The Guest House shall have a lien over the luggage, clothing and personal possessions of any guest in regard to any claim against the guest whatsoever.
  - The hotel reserves the right to increase the quoted tariff without notice and guests are liable to pay the tariff applicable at the time of arrival.
  - The Management reserves the right of admission of any guest and any visitor of any guest.
  - Notwithstanding common law rights, it is the express condition of occupancy of this Guest House that the management is not responsible for loss or damage suffered by any person to his property or person, whether arising from fire, theft, or wrongful act of any person or property or otherwise.
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## **Breakages**

*This policy defines how to handle breakages*

Guests will be responsible for all breakages, shortages or loss occurring during their stay, to any linen, furniture, effects and fittings contained in their apartment, or caused by them in or about the resort.

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## **Cancellation Policy**

*This policy defines how to handle cancellations*

- If cancelled, 50 percent of all nights will be charged and is no-refundable.
  - If cancelled with less than 1 week notice, the total price of the reservation will be charged.
  - If cancelled with 1 to 2 months' notice, 50% of deposit will be refunded.
  - In case of no-show, the total price of the reservation will be charged.
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## **Check in and Check out times**

*This policy defines the check in and out times.*

- Check in is from 2:00pm to 5:00pm.
- Check out is from 10:30am to 11:00am.

- Any times outside the above parameters will require prior approval by management and may be subject to charge.
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### **Children and Extra Bed Policy**

*This policy defines the possibility of accommodating children and the availability of extra beds.*

- All children are welcome.
  - All children under 10 years are charged ZAR 100 per night per person when using existing beds.
  - One child under 2 years stays free of charge in a baby cot.
  - Maximum capacity of baby cots in a room is 1.
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### **Deposit Policy**

*This defines the policy for prepayment/deposit requirements.*

- 50 percent of the total amount will be charged on the day of booking and is non-refundable.
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### **Electrical Appliances**

*This defines the policy of the use of electrical appliances*

- The use of electrical appliances, other than hairdryers and shavers, must first be sanctioned by the Management. A charge for the use of such equipment in the Guest House may be obtained.
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### **Internet**

*This describes what type of internet is available, in which location in the hotel and at what cost.*

- Wi-fi is available in the entire hotel and is free of charge.
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### **Meal Plan**

*This policy defines the breakfast and meal plan.*

- Continental breakfast costs ZAR 65 per person per night.
  - Continental breakfast costs ZAR 35 per night per child under 10 years.
  - Prices above are subject to change with no prior consent.
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### **Parking**

*This specifies if parking is available at the Guest House.*

- Free private parking is possible on site (reservation is not needed).
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### **Pets**

*This policy defines if pets are allowed or not.*

- Pets are allowed and special request needs to be made prior to checking in.
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### **Reductions**

- No reduction will be allowed for periods of absence or for meals not taken. The confirmation is a contract and you will be required to pay the full amount regardless of cancellation or part cancellation. Refunds will be passed only where the accommodation can be let in full to other guests.
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### **Smoking**

Please note our rooms are non-smoking and should a Guest be found smoking in the rooms a damage charge of R1000 will be levied and will be payable by the Guest immediately.