

TERMS AND CONDITIONS

of The Cape Amethyst Guest House

Thank you for choosing to stay with us. The following terms and conditions apply to your booking. They form the terms of a legal binding contract.

Reservations

Reservations are subject to terms and conditions on check-in, right of admission reserved.

Rates

Rates are quoted in South African Rand and are inclusive of accommodation, and use of all facilities of the guest house, unless otherwise stated for the number of nights stated on your booking. Rates are subject to confirmation and availability. Management reserves the right to change rates without notice, rates quoted for confirmed bookings will be honoured.

Deposit to confirm the booking and balance of the booking fee: We require a non-refundable deposit of the total accommodation to secure a reservation. The deposit is payable within 24 hours of making the reservation, after which the room allocated to the booking is released for re-sale.

Guests that wish to bring an extra guest will require the permission of the guesthouse manager and will be charged the full tariff.

Payment

Payment can be made by any of the following means:

- Cash
- Bank / Internet transfer

Any bank charges incurred by The Cape Amethyst Guest House in relation to international funds transfers are to be met by the guests and will be added to the balance due on departure.

We do not pay third parties for any other services on your behalf. If monies are deposited into our account incorrectly we do not refund until cleared with our bank and will only refund directly into the original payer's account less any banking and transaction fees.

Confirmation of Booking

Your booking will be completed when we acknowledge receipt of your booking request and deposit. Prior to that, the booking will only be regarded as provisional.

Balance

The outstanding balance is payable on arrival and any additional expenses on departure. No cheques will be accepted on departure.

Cancellation Policy

We have a strict cancellation policy to protect us against cancellations. We only have a few rooms available and cannot make up for lost business. Verbal and email bookings are binding as a confirmation of the booking.

- Less than 7 days forfeit the full deposit.
- From 7 to 14 days forfeit 50% of the deposit
- From 14 to 28 days forfeit 25% of the deposit
- NO SHOWS will be charged the full accommodation. The liability arises irrespective of whether or not we are holding a deposit from you.

Cancellation by us

In the unlikely event that we are forced to cancel your booking, due to circumstances beyond our control, we will attempt to offer you alternative accommodation. If suitable accommodation is not available, then we will refund you all monies already paid by you and confirm that you will not be liable for any further payments to us.

Arrival and Departure Times

Please contact us in advance and advise of an estimated time of arrival, as our reception is not continually manned. Rooms will be available from 14h00 on the day of booked arrival (unless arranged otherwise). If guests wish to check in at an earlier time, they can check-in, leave their luggage and return when the room is ready. Late or early arrivals must be arranged with management. Departure must be by 10h00 on the booked day of departure. Late departure is at the discretion of management and dependent on room availability.

Smoking

We have designated smoking facilities available; smoking is not permitted in the rooms. If we find that guests have been smoking in the room, or anywhere on the premises not designated for smoking, then we reserve the right to ask you to leave immediately. You will remain liable for the whole cost of your stay. Whether or not you are asked to leave, we also reserve the right to charge a sum equivalent to one night's stay if we are unable to re-let the room for 24 hours whilst it is fully aired. In agreeing to our terms and conditions, you authorize us to charge this amount to you upon your settlement on departure.

Insurance

It is your responsibility to take out appropriate personal travel insurance. It is recommended that you take out travel insurance which provides for cancellation cover.

Damage to Contents / Property

In the event of any damages to the room, we reserve the right to charge a suitable amount that will be added to your final bill to rectify the damage and / or replace the item(s) affected. Any damage caused by guests to property and premises due to bad behaviour or carelessness, or keys lost and replaced for security reasons will be for the guest's account. For any items discovered missing after you depart, you will be notified in writing as soon as is reasonably practicable, and invoiced to you accordingly, payable within 30 days of the invoice date.

Our Liability

The Cape Amethyst Guest House and its owners or employees do not accept any liability for loss, injury or damage howsoever arising sustained by any person in or around the premises. Guests agree on behalf of themselves and the members of their parties that neither the establishment, its owners, employees nor agents shall be responsible for any injury or death of any person or the loss or destruction of or damage to any property upon the premises, whether arising from fire, theft or any cause and by whomsoever caused or arising from the negligence (gross or otherwise) or wrongful act of any person in the employment of the guesthouse. Cars left in our carport or parked outside the premises are parked at your own risk.

Data

Any data collected as a result of your booking will be stored in our database, and not distributed or used for any other purposes other than record keeping purposes.

Guest Name: _____

Manager Name: _____

Guest Signature: _____

Manager Signature: _____

Date signed: _____

Date signed: _____