

## HIGH CORNER GUEST HOUSE: RESERVATION POLICY AND GENERAL TERMS AND CONDITIONS

**Kindly note to confirm reservations a non-refundable 50% deposit is payable within 48 hours in order to secure your booking – (or within 12 hours if enquiry is made 3 days or less before expected date of arrival). Kindly SMS, FAX or email deposit confirmations: *Kindly note we are unable to hold bookings for which confirmation payments have not been made.***

- **Deposit and cancellation policy**

A **non-refundable** deposit of 50% is required to confirm your booking. Please note that once a deposit is paid we will **hold** the booking for you and **turn away other guests**. In the circumstances we regret no exceptions, even for personal emergencies, infrastructural lapses or Acts of God. This also applies to changes in dates, guests or terms of the original booking. (If we are able to re-sell the room we will arrange for a refund of the deposit - or part thereof for a re-sale of portion of the original booking - less a 10% handling fee plus VAT.)

The balance is payable on arrival.

Full Credit card details will be accepted in lieu of deposit from which we will deduct full balances so as to avoid unnecessary transaction fees. By providing credit card details in lieu of deposit, the card holder grants High Corner Guest House the right to debit the card with the above charges and indemnifies the guest house against any possible charge-backs.

Deposits paid via cheque deposit: bookings will only be confirmed once the cheque has cleared.

- **NON ARRIVAL or LATE CANCELLATION (less than 21 days)- guest forfeits 100% of the total accommodation amount**

- **Travel agents and companies** note payment is on pro-forma invoice prior to guests' arrival to confirm bookings or the furnishing of a **voucher** from those agents/companies with whom we have the relevant agreement in this regard.

- **Room requests:**

Should you wish to book a specific room/cottage please advise us and we will try our best to meet your request. Please note that we are unable, however, to guarantee a specific room/cottage request.

- **Check-in and departure times**

Check-in is between 2:00pm and 7:00pm. Guests are welcome to check in earlier, but we cannot guarantee rooms will be ready before 2:00pm. Later check-in is not a problem, but guests must please advise us so that necessary arrangements can be made. No check-ins will be accepted after 10:00pm. Check-out is before 10:00am on day of departure. However, luggage may be left with us after check-out and collected later in the day.

- **General conditions of stay**

Right of admission is reserved.

We regret no pets.

- **Indemnity**

Guests attend this establishment at their own risk.

We specifically request that children not be permitted to swim without a parent or guardian present. Guests / residents must ensure that no visitor children are admitted to the guest area unless they are able to swim.

Vehicles are parked in the parking area or in the road at owner's risk.

The proprietor, it's agent/s and / or its employees ("the proprietor") shall not be liable for, and the guest/s hereby waive/s and abandon/s any claims of whatever nature including but not limited to that for theft, injury, loss or damage of whatever nature, against the Proprietor, whether arising from the Proprietor's default, negligence or otherwise. Guests in addition to the aforesaid, hereby

indemnify the Proprietor against any claims which may arise from whatever nature, whether arising from the proprietor's default, negligence or otherwise.

- **Surcharges**

Should guests accommodate additional guests they will be billed for overnight visitors at our normal sharing rates and subject to maximum occupancy of room / cottage. Additional guests over and above the maximum allowed number of guests will be turned away and no refunds will be given;

All rooms/cottages are non-smoking – please note that smoking inside rooms / cottages will incur actual restoration costs and damages if we have to turn other guests away due to rooms/cottages being uninhabitable;

Bed-wetting – R200.00 per event;

Lost keys – guests will be charged the fee for replacing all locks and remotes for the guest house / property as may be required for security purposes;

Damage to property or possessions – guests will be charged replacement costs for item/s.

Late check-out (without prior arrangement).

***PLEASE NOTE THAT PARKING FOR THE SELF-CATERING COTTAGES IS SUBJECT TO AVAILABILITY IN THE GUEST HOUSE PARKING AREA OR IN HIGH STREET. ALTHOUGH WE HAVE NEVER HAD ANY PROBLEMS WITH VEHICLES PARKED IN HIGH STREET WE WOULD SUGGEST THAT GUESTS DO NOT LEAVE ANY VALUABLES VISIBLE IN THE VEHICLE AND ENSURE THAT IT IS SECURELY LOCKED.***