



## *Accommodation / Conference Centre / Function Venue*

### **TERMS AND CONDITIONS**

#### **Deposit:**

Upon making a reservation / booking the guest, the company or representative is required to follow the steps below:

- Make a payment or deposit of 50% of the total cost of the reservation / booking.
- Issue and send a purchase order or a voucher from an affiliated company or travel agent.
- All reservations / bookings are provisional until a payment, purchase order or a voucher is received.

#### **Payment Options:**

Upon making a reservation / booking and receiving an invoice the guest, the company or representative is required to make a payment or deposit with the banking details located at the bottom of the invoice.

The payment options are listed below:

- Bank Transfer, Cash Deposit or Credit Card Payment (we accept Visa, Mastercard and Diners Club)
- The invoice number should be used as the reference for all payments.
- Proof of the payment / transaction should be emailed to [bookings@waterkloofguesthouse.com](mailto:bookings@waterkloofguesthouse.com)

#### **Cancellation Policy:**

Upon cancellation of a booking / reservation, the guest, the company or a representative prior to the check-in / arrival date the following policy prevails:

- Cancellation 0 - 3 days forfeit 100% of the payment / deposit amount.
- Cancellation 7 - 14 days forfeit 75% of the payment / deposit amount.
- Cancellation 14 - 21 days forfeit 50% of the payment / deposit amount.
- Cancellation 21 - 30 days forfeit 25% of the payment / deposit amount.
- Cancellation 31 days or more forfeit 0% of the payment / deposit amount, an admin fee of R200.00 will be charged which will be deducted from the payment / deposit.
- No show / failure to check-in forfeit 100% of the payment / deposit amount.
- Waterkloof Guest House reserves the right to cancel a booking / reservation without notice when the deposit and payment terms / conditions are not honoured.

#### **Refund Policy**

Upon requesting a refund for a booking / reservation, the guest, the company or a representative is subject to the following policy:

- An admin fee of R200.00 will be charged which will be deducted from the payment / deposit amount.
- The refund amount will only be paid into the account from which the payment / deposit was received.
- Refunds may take five (5) to seven (7) working days to be processed and are subject to banking institutions terms and conditions.
- The guest, the company or representative will be required to complete a refund authorization form or submit a letter from a bank confirming the banking details.

#### **Indemnity Agreement**

**Waterkloof Guest House** is a private property and right of admission to the grounds and premises is reserved. Electronic surveillance is employed on the property. All persons who enter and remain on the premises do so entirely at their own risk and indemnify the owners, and/or their staff or employees and/or representatives against any loss of whatsoever nature, inclusive but not limited to: a) personal injury. b) damage to property and loss of property. c) any other incident, event or circumstance that may lead or result in loss. Please do not print this email unless it is necessary. Every unprinted email helps the environment.

#### **Disclaimer Agreement**

**Disclaimer:** The information contained in this communication is confidential and may be legally privileged. It is intended solely for the person or entity to whom or which it is addressed. If you are not the intended recipient, you are not entitled to read, copy, use or disclose any information contained in this message to others. Disclosure and / or use may lead to civil liability. If you received this message in error, please notify the sender immediately by replying to this e-mail or by telephoning the sender and thereafter permanently deleting this message and any attachments to it.

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