

## **TERMS AND CONDITIONS**

### **ARRIVAL AND DEPARTURE**

- Check-in time is between 14h00 and 19h00. No check-in will be made after 19h00 unless prior arrangements have been made. This **is necessary to ensure the security**, comfort and well-being of other guests.
- Check-out time is before 10h00 to enable the room to be prepared in time for new arrivals.
- Late check-out / early check-in means that the room cannot be occupied for the following / previous night, and will result in an additional single occupancy accommodation charge.

### **SERVICE HOURS**

- The reception desk is open from 8h00 to 19h00 on weekdays and on request over weekends and public holidays.
- If assistance is required outside office hours, prior arrangements must be made.
- Viewing of rooms can be done on our website. Due to security reasons we do not allow ANY viewing without prior arrangements.
- No rooms are available for viewing when occupied or on weekends or Public Holidays.
- All guest rooms are serviced daily between 8h00 and 14h00.
- Housekeeping Services are available only once on weekends for any long term, self catering staying guests.
- Same day Laundry Services are available between 8h00 and 10h00 on weekdays.
- Next day Laundry Services are available outside the above hours and on weekends and Public Holidays.

### **MEALS**

- Breakfast is served on weekdays from 6h30 to 8h00. On weekends and public holidays breakfast vouchers are available and a list of restaurants that accept them, is available at reception
- We offer dinner on weekdays and arrangements need to be made before 12h00 the same day. Dinner is served from 18h00 to 20h00.
- If you require meals outside of these times, prior arrangements must be made.
- No refunds will be made in the event that meals are not taken for whatever reason.

### **SELF SERVICE FACILITIES, ENTERTAINMENT**

- Guests can make use of our licensed restaurant for alcohol or beverage drinks while reception is open.
- Payment is required prior to departure.

- Guests are allowed to bring their own drinks onto the premises at the guest house. We do not have a liquor license.
- Guests may entertain a maximum of **Two** visitors with prior arrangement no later than **22h00**. Entertainment must not cause disturbance to other guests.
- If visitors stay over, the rate will change accordingly.
- The Guest House provides a limited free wireless internet service but can not guarantee that the service will be available at all times and all parts of the property. The Guest remains responsible for their own security when utilizing this service.
- The Swimming pool is for use of guests between 10h00 and 20h00 and no children under the age of twelve will be allowed unsupervised.

### **VEHICLE PARKING**

- Parking is limited to one vehicle per room unless a prior arrangement was made with the Guest House
- A TV and Air conditioner remote control is provided and a set of keys per room.
- The keys must be returned to Reception when checking out or deposited in the key box at reception.
- We accept no responsibility for damage or loss to your vehicle.

### **SMOKING POLICY**

- **NO SMOKING** is permitted indoors, in guest rooms or in enclosed public areas. Guests that smoke in these areas will be **fined** one night's accommodation. No exception will be made under any circumstances.

### **PET FRIENDLY**

- No pets are allowed unless prior arrangements have been made.
- Should a room require excessive cleaning or have any damages because of the pet, the Guest will be held liable for the cost to return the room to its previous condition.

### **LOSS AND DAMAGE**

- The Guest will retain personal liability for any loss or damaged caused to the property (except wear and tear).
- All damage must be reported to Reception immediately.
- The Guest House takes reasonable steps to ensure the safety and security of the guests and their possessions, although guests retain the final responsibility for their own safety and security.
- The Guest House cannot be held responsible if any of the following events prevents the Guest House from fulfilling the its obligation to the guest:

- Interruption to the electricity, water and sewage service that is not under the Guest House's control
- Industrial action
- Criminal activity
- Fire, flooding or any "Act of God"

#### **COUNTRY OF DOMICILE**

- This website is governed by the laws of South Africa and Rheotessa Guesthouse chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

#### **BUSINESS INFORMATION**

- The website is run by Rheotessa Guesthouse based in South Africa.
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