



## KIERIE KWAAK TERMS AND CONDITIONS

**We recommend that each guest reads these terms and conditions carefully prior to making a reservation with Kierie Kwaak Self Catering as they form the contract between the guest and the establishment.**

### AMENDMENTS

Management reserves the right to amend tariffs, terms and conditions as well as rules of the establishment from time to time as it deems fit without prior notification.

### RIGHT OF ADMISSION RESERVED

Management reserves the right to refuse rental of any accommodation without any reason being given for such refusal.

### RESERVATIONS

Rates are per night sharing on the basis of per person or per unit.

After receiving an invoice the deposit must be paid within 24 hours.

The proof of deposit payment must be e-mailed to [kieriekwaak@gmail.com](mailto:kieriekwaak@gmail.com).

A reservation will be confirmed only when the proof of deposit has been received.

No persons other than those quoted for, are permitted to share the accommodation.

No provisional bookings will be made. Kierie Kwaak will make a note of the requested dates and inform the prospective guest if another inquiry or booking is made for overlapping dates.

For bookings over weekends in all units a minimum booking of two nights is required.

Family Guesthouse: for reservations of only one night a minimum booking of 7 persons is required.

All accommodation provided in terms of any booking made with Kierie Kwaak Self-Catering will be subject to the terms specified on this form.

Reservations are not transferable.

### PAYMENT DETAILS

The standard deposit will be 50% of the amount due for the length of stay. The balance may be paid per eft before arrival with notice given thereof or in cash upon arrival.

Please note that we do not have credit card facilities.

Weekend or less than three day reservations are to be paid in full upfront.

The proof of deposit must be e-mailed ([kieriekwaak@gmail.com](mailto:kieriekwaak@gmail.com)) to the office in order to confirm a reservation.

### CANCELLATION POLICY

Kierie Kwaak Self Catering reserves the right to cancel any reservation without prior notice should the deposit not been paid by the due date.

Reservations cancelled by guests:

\* Up to and including 28 calendar days prior to the arrival date: Full refund of the deposit amount.

\* Less than 28 calendar days but up to and including 14 calendar days prior to the arrival date: 50% refund of deposit amount.

\* Less than 14 calendar days prior to the arrival date: No deposit refunded.

**Peak Season** cancellations less than one calendar month prior to the arrival date: No deposit refunded.

Deposits are not refundable in the event of a "non arrival / no show".

Deposits are not refundable in the event of late arrivals or early departures.

### ARRIVALS

Units are available for check-in between 2 pm and 5 pm.

**Please dial one of the following numbers when you arrive at the gate.**

**021 8833163 / 083 642 1780 / 082 551 4784**

**A R200 cash deposit will be required on arrival for the remote of the guest entrance gate.**

**This is due back on departure.**

Late check-in is permitted, provided prior arrangements have been made with management.

No early check-in is permitted.

### NON-ARRIVALS

A guaranteed reservation will hold your accommodation through the first night of your scheduled arrival.

The unit will be re-assigned for occupation after 24 hours unless arrangements have been made with management.

## **DEPARTURE**

Units must be vacated by 10 am on the day of departure.

Should guests wish to leave later, it must be arranged with management at the time of making the reservation and is subject to availability.

An additional charge will apply:

10h00 – 16h00: 50% of the daily rate

After 16h00: a full days rate

## **TERMINATION OF OCCUPANCY**

Management reserves the right to terminate the occupancy of any resident without notice for failing to comply with the conditions stated on this form or behaviour that interferes with the quiet and general comfort of other guests.

## **RIGHT TO EVICT PERSONS ADMITTED AS GUESTS**

Kierie Kwaak Self Catering will evict a guest without a refund, despite the eviction, for the following reasons:

- \* Disorderly conduct.
- \* Non-payment.
- \* Using the premises for an unlawful purpose or act.
- \* Bringing property onto the premises that may be dangerous to others.
- \* Failing to register as a guest.
- \* Giving false information to obtain accommodation.
- \* Being a minor (under the age of 18) unaccompanied by an adult registered guest.
- \* Violating our terms and conditions.
- \* Violating our non-smoking and/or no-pets policy.
- \* Failing to vacate a unit at the agreed checkout time.

## **SMOKING POLICY**

Please respect our non-smoking policy inside the units. Cigarette butts should be discarded in the rubbish bin outside.

## **PET POLICY**

Pets are strictly prohibited.

## **GENERAL RULES**

### **Car Wash**

Cars may be washed.

### **Fires**

Fires are to be made on the designated areas only. Extra care must be taken when fires are lit. No fire is to be left unattended and must be thoroughly extinguished with a firehose. Portable braais (barbeques) are permissible provided that they do not constitute a fire hazard and do not inconvenience other guests. **Please use only charcoal or brickets in portable braais.**

### **Flora**

Flora may not be cut or damaged.

### **Noise, Radios**

No noise or loud music will be tolerated.

### **Parking**

Vehicles must be parked on the allocated site.

### **Laundry**

Units 1 and 2: may be done in the basin on the deck.

### **Recycling**

Please clean recyclable items and put in designated bins.

**Please Note:** Kindly ensure that you have proof of payment when checking in.