

KLEIN WELMOED GUEST HOUSE TERMS & CONDITIONS

Deposits and payment Policy General

- Please note a reservation is not confirmed without a deposit or secure until the balance has been paid in full.
- **GROUPS and LONG STAYS** – see **OTHER BOOKINGS** for different seasons. Sections B and D.
- **Confirmation:** 10% Deposit required within 3 days of booking enquiry.
- **Low & Mid-Season:** Standard booking arrivals within 60 days, balance of 50% of reservation value. Balance of reservation value due 14 days before arrival **(01 May – 13 Dec)**
- **High Season:** Standard booking arrivals within 90 days, balance of 50% of reservation value. Balance of total reservation value due 30 days before arrival **(14 Dec – 30 Apr)**
- Should we receive other guests wanting to confirm bookings before your payment is received, we do reserve the right to contact you to request your payment or the releasing of rooms. We will require a response in 48hrs or the rooms will be automatically released and available for others to make reservations.
- Where a booking has been made with less than 10 days available before the scheduled date of arrival, then the full amount of the account must be paid within 24 hours of confirming the booking. If full payment isn't received before the above deadlines, the guest is subject to their booking being cancelled and cancellation policy. .
- Force majeure or other circumstances for which Klein Welmoed Luxury Guest House is not responsible make it impossible to fulfil the contract; vouchers apply in case we cannot fill the rooms.
- We reserve the right to change room allocations which is usually based on guest requirements, length of stay and occupancy levels. This will be done in accordance to rooms in the same category booked and communicated via email.
- Any cancellations may forfeit 10% of the deposit to cover credit card and banking fees.

Definition of “Confirmed” Bookings

Booking is only confirmed once

- A credit card number has been given and the necessary deposit processed on that card. We do not just hold the number as a deposit.
- Bank transfers must be confirmed with an emailed copy of the transfer.

Credit card payment:

Credit Card No. please send to info@kleinwelmoed.co.za with expiry date and CCV no OR call us on our landline +27 (0) 21 842 0045

Original Credit card to be present on arrival: If the original credit card is not present on arrival, a copy with a letter of consent to use the credit card must accompany your confirmation. All cards need to be presented on arrival. This is due to stolen cards being used for online bookings.

Our cancellation terms:

Like all Hotels and Guest Houses we have a strict Cancellation policy to protect us against cancellations. We only have a few rooms and cannot make up business lost. We have a live calendar with Nightsbridge which connects to many websites around the world giving instant online availability. Once a room is booked it is no longer available to sell on these websites. If cancelled for whatever reason you will be liable for full payment whether we have a deposit from you or not. Verbal and email bookings are binding as a confirmation of the booking. Companies/Travel agencies operating on a Bill back basis will also be liable to pay cancellation fees if cancelled whether we have a voucher or not. Please make sure you or clients are aware of our policy before accepting our accommodation at our establishment.

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A. Our cancellation policy for standard bookings: Low and mid-season

STANDARD bookings: 01 May – 13 Dec

Cancellations between 30 and 15 days before arrival forfeit 50% of the total booking value.

Cancellations between 14 and 1 day before arrival forfeit 100% of the total booking value.

For non-arrival/no show/premature departure 100% of total booking value is payable.

Vouchers may apply to avoid losses to guests and our company. At discretion of Klein Welmoed Guest House management.

B. **OTHER BOOKINGS: Low and mid-season terms: 01 May – 13 Dec**

- **Group bookings** (eight guests or more) 50% deposit on confirmation and 100% payment required to secure a reservation 30 DAYS before arrival to secure the dates and rooms.
- **For stays longer than 7 days** 50% deposit on confirmation and 100% payment required 30 DAYS before arrival date.

Vouchers may apply to avoid losses to guests and our company. At discretion of Klein Welmoed Guest House management.

C. Our cancellation policy for standard bookings: High season

STANDARD bookings: 14 Dec – 30 Apr

Cancellations between 90 and 30 days before arrival forfeit 50% of the total booking value.

Cancellations between 29 and 1 day before arrival forfeit 100% of the total booking value.

For non-arrival/no show/premature departure 100% of total booking quoted is payable.

Vouchers may apply to avoid losses to guests and our company. At discretion of Klein Welmoed Guest House management.

D. **OTHER BOOKINGS: High season terms: 14 Dec – 30 Apr**

- **Group bookings** (eight guests or more) 50% on confirmation and 100% payment required to secure a reservation 60 DAYS before arrival to secure the dates and rooms.
- **For stays longer than 5 days** 50% on confirmation and 100% payment required 60 DAYS before arrival date.

Vouchers may apply to avoid losses to guests and our company. At discretion of Klein Welmoed Guest House management.

To make a reservation please provide the following information:

- Surname and Christian names as they appear on the passport of person making the reservation
- Mobile contact number
- Room configuration- King and/or Twin Room/s
- Rooming list for Groups before arrival
- Arrival time
- Acknowledge our conditions for staying at Klein Welmoed sent on confirmation of booking