

## **BOOKINGS | CANCELLATIONS | TERMS AND CONDITIONS.**

A 50% deposit and credit card details only secure a booking once written confirmation has been received. For one night bookings we require the full amount.

**Block bookings:** number of rooms to be confirmed in writing within 60 days of making a reservation. See cancellations and non-refundable terms below:

### **Cancellations:**

#### **High Season: (15 December – 30 April)**

- Cancellations, or no show, forfeit 100% of the total amount of the reservation.
- Cancellations 60 days prior to arrival, forfeit 75% of the total amount of the reservation
- Cancellations 75 days prior to arrival, forfeit 50% of the total amount of the reservation
- Cancellations 90 days prior to arrival, forfeit 25% of the total amount of the reservation

#### **Low and mid-season:(01 May – 14 December)**

- Cancellations 0 to 7 days prior, forfeit 100% of the total amount of the reservation
- Cancellations 8 to 15 days prior, forfeit 75% of the total amount of the reservation
- Cancellations 15 to 30 days prior, forfeit 50% of the total amount of the reservation
- Cottages and/or rooms will be sold to long stay enquiries with a 48 hour to 5 day notice period, unless confirmed and paid in full within the notification period, and non-refundable if cancelled, unless we can fill the booking (a waiting period will apply). Discretion will be exercised by the establishment on the merits of unconfirmed bookings and enquiries.
- Minimum stays apply to cottages in high season – enquire and conditions apply
- All refunds: An administration fee may apply to cover banking costs of refunds, and filling the room/s cancelled; refunding will be at the establishment's discretion

### **Room Allocations:**

- We reserve the right to change room allocations which is usually based on guest requirements, length of stay and occupancy levels. Should you specifically want a room please make this clear in your request.

### **Payments:**

- 50% deposit to confirm booking – full payment within 48 hours for conference bookings
- 75% of payment due 60 days prior to arrival
- Full payment due 30 days prior to arrival
- Cancellation fees will apply to rooms/cottages taken off bookings as per cancellation terms and conditions
- If you do not want to email your card details, please telephone us during office hours.
- Use your invoice number when doing a bank transfer
- Our bank details, VAT number and Registration number are also on the invoice. All invoices include VAT at 15% and a 1% Tourism Levy.

### **Extra charges:**

- Honesty Bar drinks
- Laundry
- Cakes, flowers, special requests etc
- Mobile Spa Treatments
- Transfers and shuttles
- Wine Tasting for groups of 6 or more, by prior arrangement only (3 days) R40 p/p (1 hour)

### **Reception hours:**

Weekdays: 07h30 – 16h30  
Weekends and Public Holidays: 08h00 – 13h00  
Check-In: 14h00 – 1h:00  
Check-Out: before 11h00

### **Breakfast Hours:**

Weekdays 08h00 – 10h00  
Saturdays & Sundays: 08h30 – 10h30  
Breakfast can be served earliest 07h30 by prior arrangement when Muesli and yoghurt will be served self-help basis.

We have a no smoking policy inside or on the breakfast patio while breakfast is being served.

**Children and Guest behaviour:**

Guests should not cause other guests discomfort in any way. The Owners and Management have the sole discretion in determining whether behaviour is acceptable or not. The Owner's and Management reserve the right of admission, and should guests behave unacceptably, appropriate steps will be taken.

Children must be under their parent's supervision at all times and must be thoughtful to other guests,

**PLEASE NOTE: WE HAVE A SWIMMING POOL WHICH IS NOT FENCED OR NETTED.**

**Disclaimer and Indemnity:**

A disclaimer must be signed by guests on arrival, this indemnity is recommended by the Tourism Grading Council of South Africa.

**GUEST IDENTIFICATION:**

Guests are expected to prove their identity by showing a valid passport or identity document and must complete the check-in procedures.

**PRIVACY POLICY:**

Klein Welmoed supports the right to personal privacy and corporate security on the Internet. Klein Welmoed will not sell or market names, e-mail addresses or other privileged information about clients, guests of subscribers.