

KLEIN WELMOED GUEST HOUSE TERMS & CONDITIONS

General; payments & other:

- We reserve the right to amend Terms & Conditions due to government and international changes in travel.
- A reservation is not confirmed without a deposit or binding until the balance has been paid in full.
- GROUPS and LONG STAYS – see OTHER BOOKINGS for different seasons; Sections B and D.
- General Cancellations: a date change may apply according to available room/s at the time of cancellation, season/s and/or cancellation period.
- **Low & Mid-Season:** Standard booking arrivals within 15+ days, 50% deposit of reservation value due. Balance of full reservation value due 14 days before arrival **(01 May – 14 Dec)**
- **High Season:** Standard booking arrivals within 31+ days, 50% deposit of reservation value. Balance of total reservation value due 30 days before arrival **(15 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 within 48hrs or the rooms will be automatically released and available for others to make reservations. Deposit refund applies within cancellation period.
- 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 48 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.
- We reserve the right to change room allocations which is usually based on guest requirements, length of stay and occupancy levels will be communicated via email.
- Split guest payments not permitted for group bookings. Where guests are paying for their own accommodation they can contact us directly for a reservation or host pays the full amount pre-arrival.
- Special group and/or long stay discounts will only apply when final rooms are confirmed and payment due.
- Any cancellations may forfeit 10% of the deposit to cover credit card and banking fees.
- Force majeure and/or government travel bans– please note Section E.

Definition of “Confirmed” Bookings

- A credit card number has been given and the necessary deposit processed on that card.
This card has to be presented on arrival matching the card debited or 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
- 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 **+27 (0) 21 842 0045** or Office Cell: **+27 (0) 83 587 583 0**

General Cancellation Terms:

We only have a few rooms and cannot make up for business lost. When you have made a direct booking through us you have received a special rate and therefore strict cancellation terms apply.

We have a live calendar with Nightsbridge which means once a room is booked it is no longer available to sell. Cancellation Terms Sections apply.

All bookings | confirmations | changes | requests only valid in writing and where proof of payments are required.

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.

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.

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.

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.

E. Force Majeure and/or Government Travel bans;

- Credit vouchers to the value of the deposit/s paid apply, valid for 12 months.
- Travel agents and tour operator bookings – VOUCHER only applicable to the same guests' rebooking.

Important House Terms & Conditions:

- Keys will not be handed over to guests/groups with outstanding payments on checking in.
- Any damages or losses will be charged for the guest's account, including house keys.
- Family and Friends bookings: No more than 8 people can gather at Olive 1, Olive 2 and Shiraz cottages.
- No children under 14 years allowed in Barn Place cottage. BBQ facility strictly for use of Barn guests only.
- Corporate bookings: Charges apply for use of common BBQ area and subject to availability and other bookings.
- Common BBQ area can be booked and charges apply. Subject to other bookings. Request our Functions Brochure.
- Only stay-over guests can use Klein Welmoed facilities. Permission and charges may apply to visitors.
- Arrival and departure times, as well as Reception hours, will be sent to you via email.
- Quiet time between 22:00 and 10:00 to consider other guests staying over.
- The Owner's and Management reserve the right of admission, and should guests behave unacceptably, appropriate steps will be taken.
- Visitors allowed by prior arrangement and access arranged with management on the day.
- Children must be under their parent's supervision at all times and all guests to be considerate to other guests.
- A complete House Info pdf will also be sent to all guests before arrival.
- Terms are binding to all guests/groups/events that paid to stay at or visit Klein Welmoed.