



**PALM HOUSE**  
**Boutique Hotel & Conference Venue**

**Palm House, Guest House, Cape Town - Reservation Conditions**

**Conditions for accepting Personal / corporate / government bookings are:**

1. We will hold rooms for up to **72 hours** upon enquiry.
2. Any booking not confirmed will be released from our system after 72 hours.
3. All bookings will only become confirmed upon payment of a 10% deposit.
4. The full balance must be paid 48 hours prior to arrival.
5. If the booking is made less than 48 hours before arrival then the full amount will be due on booking.
6. Guests must note that a credit card must be available to swipe to cover any extras on arrival. If no Credit Card is available all extras will have to be paid cash, no account will be allowed.
7. Any cancellation after the full payment has been made will be subject to our cancellation policy.

**Tour Operator/Travel Agent Payment Policy:**

1. The Full account is due 30 days before arrival unless otherwise agreed in writing
2. We reserve the right to release bookings should payment not be received by the requested date.

**Cancellation Policy**

If a reservation is cancelled prior to 48 hours of the booking a full refund will be given.  
If the booking is cancelled less than 48 hours before arrival the full accommodation account will be levied.  
Once guest arrives and is given the room key, no refunds given for early departure on booking.

**We recommend that you take out insurance against cancellation due to unforeseen circumstances**

**Arrivals & Departures**

Check out will be by 11 am on the day of departure unless special arrangements have been made. Late check out will incur a charge of 50% of the normal rack rate.

Our check in time is from 2 pm each day; however it may be possible to check in earlier if your room is available. The room key will only be issued if payment is made in full.

Please note all deposits must either be with a valid CREDIT CARD or Direct Bank Transfer.  
Because of the high incidences of fraud we reserve the right to request a copy of the credit card and passport of the card holder.

**The Palm House, 10 Oxford Street, Upper Wynberg, 7708 Cape Town.**  
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## Guest Identification Requirements in South Africa

As of 26 May 2014, the Immigration Act 13 of 2002 (the “Act”) has been amended. Section 40(1) of the Act, read together with Regulation 36, states that, inter alia, all hotels and motels must keep a register containing details of all persons who are provided with lodging or sleeping accommodation. The Register must, in respect of a lodger, contain:

1. His or her full names and surname;
2. A copy of his or her identification document or passport;
3. His or her residence status in the Republic; and
4. His or her normal residential address.

Under the Act each lodger must sign the register and furnish the prescribed particulars regarding himself or herself.

Penalties for non-compliance, both for the guest and the premises, include:

1. Guilty of an offence / crime;
2. Fine; and/or
3. Imprisonment for a period not exceeding 12 months.

Extracts from the Immigration Act and Regulations Section 40

40. Keeping of registers of lodgers by certain persons

(1) The person in charge of any premises, whether furnished or unfurnished, where lodging or sleeping accommodation is provided for payment or reward shall, if those premises fall within a prescribed class, in the prescribed manner keep a register of all persons who are provided with lodging or sleeping accommodation thereon, and every such person shall sign the register and furnish therein the prescribed particulars regarding himself or herself.

Regulation 36

Keeping of registers of lodgers by certain persons

36. (1) The classes of premises contemplated in section 40(1) of the Act are-

- (a) hotels and motels;
- (b) boarding houses and lodges;
- (c) guest houses; and
- (d) apartment buildings.

In light of the above and that there is no definition in the Act of “persons”, the interpretation is that it extends to all.

ASATA have been approached – and have responded positively - to assist us in informing guests at the time of booking that they will be required to provide positive ID when checking into any accommodation establishment and that a copy of the ID document will be taken by the hotel for purposes of this legislation. There has naturally been a push-back from the public, but as you can see from Section 40(1), both parties (establishment and guest) can be penalised for non-compliance.

**The requirement for positive ID is already being imposed by the airlines, car rental companies, booking agents, ticketing agents etc. Only in our case, the legislation stipulates that we have to keep a copy of the ID.**

Scarlett Group and Palm House must enforce this legislation and to ensure that the requirement of taking a copy of a valid identification document is applied to EVERY GUEST regardless of status.

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