



RENTAL TERMS AND CONDITIONS

These are the terms for renting or leasing Mulberry Estate in Constantia Cape Town, South Africa. Any services or extras required for your stay will need to be booked separately.

Mulberry Estate is a private home. Your booking is between you and the owner. These terms will take less than ten minutes to read and we recommend that you read them before continuing with your booking. The terms which are in bold are key terms and we recommend that you read these carefully.

Please note that if you book Mulberry Estate on behalf of other guests, you are responsible for passing these terms onto every guest and for making sure that every guest complies with these terms.

HOW DO I MAKE A BOOKING?

You may book Mulberry estate at any time subject to availability. Any booking request made more than twelve months in advance will be provisionally held and confirmed twelve months prior to your arrival. No reservation will be confirmed more than twelve months prior to arrival.

All reservations will be confirmed in writing and **reservations will not be considered guaranteed until the first deposit has been paid**. If you do not pay the first deposit within the time period requested, your reservation may be cancelled.



CAN I CANCEL MY BOOKING?

You can cancel your booking at any time. Bookings cancelled more than three months prior to the date of arrival will be subject only to a forfeiture of the 20% reservation deposit. Bookings cancelled less than three months of the date of arrival are not eligible for a refund.

Force Majeur

If the client is unable to travel due to an official government instruction from point of origin or prohibited from entering South Africa due to a mandated lockdown, 100% of the deposit will be refunded on the provision of reasonable evidence that this is the case, subject to a 5% processing fee.

WHAT ARE THE CHECK IN AND CHECK OUT TIMES?

Check in is at 4pm. Check out is at 12pm.

If there is no other booking for Mulberry Estate on the date of your departure, your check out time may be extended. Your Villa Account Manager will confirm with you if this possible and your extended check out time, in writing, prior to your arrival.

Your property Account Manager will reconfirm your departure arrangements 24 hours prior to your departure from the property.

In the interests of other guests, we please ask that you respect our check in and out times.



HOW DO I BOOK AND PAY FOR OTHER SERVICES?

Mulberry Estate can assist you in booking any of the following services:

private chef
bartending services
butler services
garbage removal
laundry services
driving service

Should you wish or require any of these services, Mulberry Estate will endeavour to arrange on your behalf.

WHAT AMENITIES COME WITH THE VILLA?

During your stay, Mulberry Estate is staffed with a maid, gardener, and house manager. Villa staff are expected to work on average eight (8) hours each day during business hours, subject to any breaks. **Please note that villa staff are not available on a 24/7 basis at the villa.**

If you have any questions, comments or concerns about the villa staff, please let your Account Manager know as soon as possible.

You must keep Mulberry Estate and all of its appliances, equipment, furniture, furnishings and other contents clean, tidy and in good order. You are responsible for leaving the villa (including its appliances, equipment, furniture, furnishings and other contents) in the condition it was in when you arrived.

We ask that you notify the House Manager in the event of any damage to the villa or its contents (whether by accident, bad weather or otherwise).



If you damage the villa or any of its appliances, equipment, furniture, furnishings and other contents, Mulberry Estate will contact you to kindly request that any costs of repair or replacement are charged to your credit card.

You are not responsible for ordinary wear and tear of the villa and its contents or any damage caused by the weather.

CAN I INVITE OTHERS TO THE VILLA DURING MY STAY?

You are able to invite others to your villa up to the published maximum capacity. You are responsible for the acts and omissions of any individuals staying with you in the villa and any individuals whom you invite, or otherwise provide access, to the villa (excluding the villa owner and any individual permitted entry by the villa owner). You are therefore fully responsible for your guests.

Mulberry Estate is a private home. Should you wish to hold a party or a special event at the villa, this will require pre-approval and will be subject to additional costs.

WHAT HAPPENS IF SOMETHING GOES WRONG?

You must inform the House Manager as quickly as possible, if you do not believe that the villa meets its description or your stay is not in accordance with these booking conditions. We will then try our utmost to resolve any issues.

ARE THERE ANY OTHER IMPORTANT TERMS I SHOULD BE AWARE OF?

You agree that you will respect the Mulberry Estate during your stay, and that you will not participate in any illegal activities or anything that may endanger the property, or the staff who reside there.



You confirm that you are authorized by other named individuals in your booking to book on their behalf. These terms are personal to you and you cannot transfer your rights to anyone else.