# High Gate Guest House Terms of Service



. Checkout Policy:

a. Guests are required to check out by the specified time stated during check-in.

b. Late checkouts will be charged an additional $10 per hour beyond the stated checkout time.

c. Guests may request a late checkout based on availability, but it is not guaranteed.

# 2. Refund Policy:

a. Refunds for early departures will not be provided.

b. Guests who wish to shorten their stay must notify the lodge at least 24 hours in advance to receive a partial refund.

c. Refunds for cancellations made less than 24 hours before the scheduled arrival will not be provided.

# 3. Security Policy:

a. Guests are responsible for the security of their personal belongings during their stay.

b. Valuables can be stored in a safe deposit box at the front desk upon request.

c. The lodge is not liable for any loss or damage to guests' personal property.

# 4. Late Checkout Policy:

a. Guests who require a late checkout must inform the front desk at least 2 hours in advance.

b. Late checkouts beyond 3 hours may be subject to an additional half-day charge.

c. Late checkout requests are subject to availability and may be denied during peak periods.

# 5. Penalty for Unauthorized Late Checkouts:

a. Guests who do not check out by the specified time without prior approval may be charged an additional full day's rate.

b. The lodge reserves the right to charge the penalty to the guest's credit card on file.

c. Multiple unauthorized late checkouts may result in the termination of the guest's stay without refund.

# Accommodation Details

4 standard room ensuite30/pn

1 Premium EnSite 40/pn

# Liability Disclaimer:

Please read this liability disclaimer carefully before accessing or using the amenities provided by our guest house, including the pool, pond, and braai area. By accessing or using these facilities, you agree to the terms outlined below:

## 1. Assumption of Risk:

a. The use of any amenities provided by our guest house is at your own risk.

b. You understand and acknowledge that participating in activities near or in the pool, pond, or braai area involves inherent risks that may result in injury, illness, or damage to personal property.

## 2. Responsibility for Personal Safety:

a. You are responsible for your personal safety, the safety of any minor accompanying you, and the safety of your belongings.

b. You are expected to exercise caution, obey all rules and regulations, and act responsibly while using the amenities provided by our guest house.

## 3. Supervision of Minors:

a. Parents or guardians must supervise minors at all times, especially when using the pool, pond, or braai area.

b. It is your responsibility to ensure that children are under close supervision to prevent accidents or injuries.

## 4. Waiver of Liability:

a. You hereby release and discharge the guest house and its owners, employees, agents, and representatives from any liability, claims, demands, and causes of action arising out of or related to the use of the amenities, including but not limited to any injuries, illnesses, or damages that may occur.

b. This waiver of liability applies to both personal injuries and property damage, whether caused by negligence, wilful misconduct, or any other cause.

## 5. Compliance with Rules and Instructions:

a. You agree to comply with all posted rules, guidelines, and instructions provided by the guest house regarding the use of the facilities.

b. Failure to comply with these rules may result in the revocation of access to the amenities.

Please understand that the guest house assumes no responsibility or liability for any accidents, injuries, illnesses, or damages that may occur while using the amenities provided. It is your responsibility to carefully assess the risks associated with these facilities and act accordingly.

By utilizing the amenities offered by our guest house, you acknowledge that you have read, understood, and agreed to this liability disclaimer. If you do not agree with any part of this disclaimer, please refrain from using the amenities provided.

# Data Privacy Policy

At High Gate Guest House, we are committed to ensuring the privacy and security of your personal information. This Data Privacy Policy outlines how we collect, use, and protect your data when you make use of our guest house amenities, including the pool, pond, and braai area. We also explain how we store and track your preferences and any custom conditions you may have for your stay. Please read this policy carefully to understand our practices regarding your personal data.

## 1. Collection of Personal Information

We may collect certain personal information from you when you make a reservation or use our amenities at the guest house. This information may include:

- Full name

- Contact details (e.g., phone number, email address)

- Billing information

- Special requests or preferences

- Any custom conditions requested

## 2. Use of Personal Information

We use the collected personal information to provide you with our services and enhance your guest experience. Specifically, we may use your data for the following purposes:

- Booking and reservation management

- Communication with you regarding your stay or any special requests

- Assisting with specific preferences, such as room location or dietary requirements

- Understanding and improving our services based on your feedback

- Internal record keeping and legal compliance

## 3. Data Retention and Security

We retain your personal information for as long as necessary to fulfil the purposes mentioned above or as required by law. We implement appropriate technical and organizational measures to safeguard your data against unauthorized access, disclosure, alteration, or destruction. However, please note that no method of transmission over the internet or electronic storage is entirely secure, so we cannot guarantee absolute security.

## 4. Sharing of Personal Information

We do not sell, trade, or rent your personal information to third parties for marketing purposes. However, we may share your data with trusted service providers who assist us in operating our business, such as payment processors or reservation systems. These third parties are obligated to maintain the confidentiality and security of your data.

## 5. Cookies and Tracking Technologies

Our website may use cookies or similar tracking technologies to enhance your browsing experience and collect information about how you use our site. This helps us analyse and improve our website's performance and tailor it to your preferences. You have the option to accept or decline cookies. If you choose to disable cookies, certain features of our website may not function properly.

## 6. Your Rights

You have the right to access, correct, update, or delete your personal information held by us. If you would like to exercise any of these rights or have any concerns about your data, please contact our Data Protection Officer using the contact information provided below.

## 7. Changes to this Privacy Policy

We may update this Data Privacy Policy from time to time. Any changes will be posted on our website, and the revised policy will be effective upon posting. We encourage you to review this policy periodically to stay informed about how we handle your personal information.

## Contact Information:

If you have any questions, concerns, or requests regarding your personal data or this Data Privacy Policy, please reach out to our Data Protection Officer at:

Highgate Guest House

127 Highgate Road, Philadelphia, Borrowdale, Harare, Zimbabwe

+263 78 334 2620, 77 256 8289

highgateguest@gmail.com

By making use of our guest house amenities and providing us with your personal information, you acknowledge that you have read and understood this Data Privacy Policy and agree to the collection, use, and storage of your data as described herein.

### As per

