

Welcome



Dear Client

We thank you for choosing our Guest House this evening. We are ecstatic and look forward to serving you to the best of our ability.

Your feedback is very important to us, and we appreciate you taking the time to let our team know how satisfied you are with their products and services. We are truly grateful for your continued support.

So kick back and relax and put up those feet. If you ever need anything, do not hesitate to contact us on our contact number below.

Management
072 050 1989



Terms & Conditions

BOOKING INFORMATION

The service provided and invoiced by Mountain View Guest House includes, but is not limited to the reservation of a room for a specific date for a particular customer and / or providing the agreed upon room as well as additional services as confirmed on the invoice.

To avoid any misunderstandings, a booking confirmed by a voucher, pre-payment or emailed invoice constitutes a legal binding contract.

- a) We require the full payment in order to secure your reservation.
- b) Payment Terms stipulate that the full amount is paid a week in advance with regards to reservations.
- c) In the event of premature departure, we hold the right to charge you for the original booking.
- d) **The following form must be filled out and presented to reception along with a copy of your ID upon check in.**

CANCELLATION POLICY

In the event that a cancellation occurs, we will refund the deposit according to the following regulations.

- a) 1 month before Check In - 100% Deposit Refundable
- b) 2 weeks before Check In - 50% Deposit Refundable

If less than 2 weeks notice is provided or in the event that the booking is abandoned, 0% of the deposit is refundable. Refunds shall also incur a 10% administration fee to cover bank charges and additional admin costs.

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A reservation / booking may be cancelled automatically in the event that a payment is not received within 48 hours of when the booking takes place. This does not however resolve the client of any liabilities regarding their obligation relating to payment for the service provided as stated in the first paragraph above, or timeous notification of cancellation or changes to the booking.

- a) Accommodation prices apply at the time of booking.
- b) Full amount payable 7 days in advance to confirm reservation.
- c) Please note, we do not accept any form of Cheque as a payment.
- d) All accounts must be settled upon arrival.

The following form must be filled out and presented to reception along with a copy of your ID upon check in.

RESERVATION POLICY

In the event that a reservation is booked and paid for, the following applies :

- a) You warrant that by making this booking, you are over the age of 18 and that all information given by you to Mountain View Guest House is accurate, true and correct.
- b) Whilst every effort is made to update the information provided Mountain View Guest House accepts no liability for the accuracy and / or completeness of the information provided.
- c) Mountain View Guest House accepts no liability for any loss or damage to your computer or interception, or use, of your credit card information, are howsoever caused.
- d) These Terms & Conditions shall be governed by South African law and the guest submits to the jurisdiction of the South African courts in respect of any issue that may arise.
- e) These Terms & Conditions constitute the entire agreement between the parties.

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PRE-PAYMENTS & CANCELLATION POLICY

In terms of deposits, pre-payments & cancellation policies, the following applies ;

- a) Guests will not be checked in until the reservation has been paid for in full.
- b) In the event that this reservation is cancelled within 24 hours of the day of arrival or if the reservation is not taken up, one night's accommodation will be charged unless otherwise specified.
- c) Certain rate products and periods will be subjected to further deposit, guarantee and cancellation policies which will override the above and be enforced. This information is communicated at the time of booking.
- d) An early departure fee, of at least one nights charge, will apply when checking out prior to the original check out date

CONDITIONS OF RESIDENCE

In terms of deposits, pre-payments & cancellation policies, the following applies ;

- a) The guest will be required to sign the registration card on arrival and he/she agrees to the Terms & Conditions of residence and will be personally liable for all amounts arising from the residence of him/her self and / or his/her party at Mountain View Guest House.
- b) Accommodation offered is self-catering unless otherwise specified.
- c) Neither the Mountain View Guest House, its owners, their agents, contractors or employees shall be held liable for any loss, damage, destruction, injury or death which may be caused to any person or the assets, property or any other item of equipment or the likes thereof which may occur as a result of any foreseen or unforeseen event or any act or omission on the part of the Company, its owners, their agents, contractors or employees.

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GENERAL TERMS & CONDITIONS FOR SPECIAL OFFERS

For relative information with regards to special offers, refer below :

- a) The offer is subject to availability at the time of booking.
- b) Offer is not stackable on already discounted and negotiated rates.
- c) Any 'free' or inclusive offers or value-adds must be redeemed during occupancy at the Guest House.
- d) Any free or inclusive offers or value-adds not redeemed are not refundable and may not be exchanged.
- e) All bookings are subject to the guest house' standard confirmation, guarantee and cancellation policies unless otherwise specified.
- f) Standard Child Policy applies.
- g) Offer may not be booked in combination or conjunction with any other special offer(s)
- h) Rates are applicable to individual bookings only and do not apply to Groups*. *Groups - 10 or more fully paying persons
- i) All rates are net of commission and inclusive of 15% VAT
- j) Rates subject to change without prior notice.
- k) Lead in rates as based on the standard room type which accommodates 2 adults only, therefore upgrade fees and family room supplements apply.
- l) Errors and omissions excepted (E&OE)



STANDARD CHILD POLICY

Any person under the age of (Sixteen) 16 years old is deemed a child under our policy.

ACCOMODATION

Where appropriate room category and configuration allows, a maximum of two (2) children aged sixteen (16) and under, sharing with two (2) paying adults, stay for free and have free breakfast. Free breakfast for children is subject to two (2) fully paid adult breakfasts. Children's rates are only applicable when children are staying in the same room as adults. If children stay in a separate room, standard adult rates will apply.

MEALS

(Only applicable to In-House Guests)

Breakfast: Free breakfast for children aged 16 and under is subject to two (2) fully paid adult breakfasts; Children 17 years and older will be charged as an adult.

Dinner: 0 to 2 years – No Charge; 3 to 12 years – Pay half price for Standard Buffet; or can select from the a la carte menu and pay accordingly; Children 13 years and older will be charged as an adult.

SAFTEY

Registered facilities, which include, but not limited to the Swimming Pool, Kitchen, Courtyard and walkways are under construction and constant development / improvement. The staff, owners and Mountain View Guest House are not responsible for any injuries or mishaps with regards to these facilities while the client is on the premises. The client is also aware that due to the continued development of the property and it's assets, some facilities may not be accessible / usable.

CONSTRUCTION / DEVELOPEMENT NOTICE

The client is aware that due to the continued development of the property and it's assets, some facilities may not be accessible / usable.

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GENERAL GUEST HOUSE REGULATIONS

Any rules / regulations with regards to the Guest House will be found below.

a) No smoking is permitted inside the building. Staff members reserve the right to cancel any booking due to the violation of this rule without compensation.

b) Out of respect for neighbours and local business owners, all noise levels should be kept to a minimum. We reserve the right to cancel any booking due to the violation of this rule without compensation.

c) Check-in time: **14:00 - 20:00.**

Late check-in's to be arranged personally with the owner before arrival - otherwise, it will incur a surcharge of R150.00. No check-ins will be accommodated after 22:00.

d) Check-out time: **Strictly 10:00.**

e) If rooms are not vacant by check-out time, guests will be charged for an additional day.

f) Changes made to confirmed bookings: An administration fee of **R200.00** will be levied for each change request on confirmed reservations, including name changes if a replacement invoice is required. The admin fee will be added to the new invoice.

LIABILITY

a) ALL GUESTS ENTER THESE PREMISES AT OWN RISK. All vehicles parked at own risk.

b) The Owners/Management of Mountain View Guest House are not liable or do not accept any responsibility for any lost, stolen or damage done to any guest's property.

c) Any damage to the property or its content should be reported immediately upon arrival to Owners/ Management. If guests fail to do so, they will be held liable for any damage to the property or content.

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SAFTEY

For the safety of all our guests, the following applies ;

- a) The sliding gates at the entrances should be closed and always locked.
- b) Please make sure you lock all doors (front, kitchen, dining room & trellis door) of the Guest House during the day and especially at night.
- c) Unauthorised persons/visitors are not allowed on the premises without owner's prior consent.
- d) Only guests whose names appear on the invoice will be permitted on the Guest House premises. Any unauthorised persons that were not originally booked and paid for will be fined at a premium rate of R550 per person.
- e) **Our guest's safety is our top priority and should you not comply with these rules, and guests will be expected to settle the FULL account and leave the premises immediately.**

LAUNDRY

Information regarding our Laundry facilities may be accessed here.

- a) Laundry can be provided if an extra surcharge is paid, and then only by prior arrangement.
- b) Under no circumstances are guests allowed to operate the washing machines on their own.

THE RIGHT OF ADMISSION IS RESERVED

No persons other than those quoted for, are permitted to share the accommodation..

The person/individual that makes the initial booking will be deemed the responsible person for settling the account and no third party correspondence will be entered into.

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GUEST REGISTRATION & DISCLAIMER / DEPARTURE

Section 7 of the South African Immigration Act, 2002 (Act no. 13 of 2002), as detailed under Section 40 of the Immigration Amendment Act requires *"that every owner of any property / premises, whether furnished or unfurnished, where lodging or sleeping accommodation is provided for payment or reward, shall keep a register of all persons provided with lodging and every person shall sign the register and furnish the prescribed personal particulars."*

Please Note The Following ;

- a) By completing this form, the client automatically acknowledges that we enter an use the premises at our own risk. It is further acknowledged that there is a swimming pool and a dam in the vicinity of Mountain View Guest House and that the owners, being Mountain View Guest House Pty Ltd and have taken reasonable precautions to prevent injury, loss or damage to the guests or their property.
- b) Neither the owners, nor employees, representatives or agents are liable for any injury, loss or damage to guests and their property from any cause what-so-ever.
- c) We indemnify and hold harmless the owners, it's directors, employees and agents against any claim or liability in connection with any injury, loss or damage suffered by the use of any of our facilities at Mountain View Guest House thereof including, but not limited to, the swimming pool, kitchen, bathrooms and courtyard.

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DEPOSIT AND ADMISSION REGULATION

Any information with regards to how we work with your deposit can be found here.

A deposit of the amount of **R300.00** is required when booking a room. Once the client checks out, he / she is obligated to receive the full amount of **R300.00** to be returned to the respective account holder.*

Why do we charge a deposit fee? The deposit fee simply covers Mountain View Guest House and it's assets in the case of damage / theft of / to property belonging to the Guest House and it's directors.

a) A monitored checklist for every room is issued to the client to ensure that all assets / items belonging to Mountain View Guest House is present and available in the room. It is the clients responsibility to ensure that the items on the list remain in the room once the client proceeds to checkout.

b) Mountain View Guest House employees have the right to conduct a mandatory inspection of the room and this will take place during the checkout procedure, in order to ensure all items are present on the checklist.

c) If the client has not submitted their deposit payment before / upon arrival, **staff have a right to refuse admission** and will not issue the client their room key.

d) Mountain View Guest House holds the right to issue an invoice for any damage / loss caused to the Guest House, it's employees and directors, in the event that the deposit does not cover the damages.

e) Mountain View Guest House holds the right to prosecute / hold clients liable for any damages / losses to the reputation, assets or members of the business.

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CONSENT CLAUSE DISCLOSURE OF PERSONAL INFORMATION

Any information with regards to how we use your data is displayed here ;

a) THE CLIENT understands that the personal information given herein is to be used by Mountain View Guest House to assess his / its creditworthiness. THE CLIENT confirms that the information provided by him/it is accurate and complete. THE CLIENT further agrees to update the information supplied, as and when necessary or if requested to do so, to ensure the accuracy of the above information, failing which Mountain View Guest House will not be liable for any inaccuracies.

b) Mountain View Guest House has THE CLIENT'S consent at all times to contact and request information from any persons, credit bureaus or businesses, including those mentioned in this form and to obtain any information relevant to THE CLIENT'S credit assessment.

c) THE CLIENT agrees that the information given in confidence to Mountain View Guest House by a third party on The Client will be used for the purposes for which that information is given or as provided for by legislation.

d) THE CLIENT now warrants that the information given to Mountain View Guest House in terms hereof is both accurate and correct.

e) THE CLIENT now consents to and authorises Mountain View Guest House at all times to furnish personal and credit information concerning THE CLIENT'S dealings with Mountain View Guest House to a credit bureau and any third party seeking a trade reference regarding THE CLIENT in his dealings with Mountain View Guest House.

I AGREE TO THE TERMS AND CONDITIONS

Date

Full Name

Full Name

Full Name

Full Name

Signature

Signature

Signature

Signature

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Sign Here

