



Booking Terms and Conditions

Thank you for choosing to book with Die Rotse Host House and self-catering accommodation. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Self-Catering Units:

Spykerklip at the upper level and
Drievis at ground level

Prices

The price of accommodation will be in accordance with your Booking Confirmation.

Minimum Stay

Our minimum stay is 1 night except for the period 15th December until 15th January the minimum stay is 3 nights, unless otherwise confirmed by management.

Pets

Sorry, we do not allow pets at this property.

Acceptance of Children

Welcome children of all ages

Cancellation and Insurance

When making a booking at Die Rotse Host House and self-catering accommodation, your booking will be secured by the deposit that you pay on reservation.

A booking of 1 night only must be paid in full at the time of booking.

If in the event you need to cancel your booking we will endeavor to re let the unit, and a cancellation fee is calculated as a percentage of the full accommodation amount namely:

Cancellation **30-15 days** prior to arrival: forfeit 50% of deposit payment

Cancellation **15-8 days** prior to arrival: forfeit 75% of deposit payment

Cancellation **7-0 days** prior to arrival: forfeit 100% of deposit payment

Non-arrival or curtailment of stay will incur the full cost of booking

Unfortunately we are unable to judge the reasons for change, cancellation or non-arrival of guests, therefore we kindly remind you that a booking made with Die Rotse Host House and Self-catering accommodation, either verbal or written forms a legally binding contract and as a result we recommend you take out appropriate holiday insurance.

Non-availability of Accommodation

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the accommodation. Our liability would not extend beyond this refund.

Arrival

Your accommodation will be available to you from 14H00 on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your unit, however please check with us should you require early arrival arrangement.

Late arrival procedure

Please ensure that you check in after 14H00 and contact us no later than 18H00 to let us know if you will be arriving late. Failure to notify us may result in the unit being re-let or the full cost of the unit being charged.

Departure

Please be ready to leave the accommodation by 11H00 on the day of departure, unless otherwise arranged. (Refer to extension of departure time below). We shall provide you with an invoice, payable on departure.

Extension of departure time

With prior approval we shall allow you to extend the vacating time of 11h00 to 18h00, subject to availability at an additional cost of R200 per unit.

Regulatory Compliance

It is a condition of the Business License issued to Die Rotse Host House to disallow live or loud music on the premises.

We respectfully request guests to respect the neighborhood and next door neighbors and do not play music that can cause neighbors to lodge complaints about noise, behavior or conduct.

The Right of Admission will apply.

Personal Conduct of Guests

Our wish is that guests will have a memorable time at our establishment and our hope is that *"all who arrive as guests leave as friends"*

Problems connected with abused substances such as drugs and alcohol has been a growing phenomenon and we respectfully request the "Booking Principle" to take ownership of the Personal Conduct of their guests.

We respectfully request guests to respect the neighborhood and next door neighbors and do not play music that can cause neighbors to lodge complaints about noise, behavior or conduct.

The Right of Admission will apply.

Damages and Breakages

We put our property in your care for the duration of your stay and we shall deliver it to you clean and in full working order on arrival, but request you to protect our assets and report any damages.

We kindly request you to respect our property and the use of equipment and utensils. If you need assistance to operate the appliances, please contact the owners.

Special care should be taken not to drag heavy items such as suite cases or boxes over the wooden or Stucco floors. These are high value items and expensive to repair.

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of R250.00 if you did not report this.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

Complaints

Should you find that appliances or utensils are not working properly or for that matter any other complaints, please report it soonest to the management for rectification immediately as we are on duty 24/7 and would prefer to deal with issues or complaints sooner rather than later.

Smoking

This is a non-smoking establishment, it is classed as a public place and it is therefore illegal to smoke inside the unit. We respectfully ask for your cooperation and consideration in this matter at all times. Smoking is allowed outside on the stoop/patios and balconies or any open area on the premises.

Method of payments

- Cash in ZAR bank notes
- Electronic bank transfer – (Swift if foreign payment with Cost Code "OUR")
- Authenticated Swift-BIC payment, bank to bank in foreign currency
- IBAN

A warm welcome awaits you at Die Rotse Host House and self-catering accommodation and we shall attempt to make this holiday a memorable and unforgettable experience.