



GUEST HOUSE

TERMS & CONDITIONS

ACCEPTANCE

All bookings accepted by Candlewoods Guest House Lodge are subject to these Terms and Conditions that are deemed to have been accepted in full by the Client/Guest. Payment of a deposit also indicates acceptance of these Terms and Conditions.

GENERAL

Staying at Candlewoods Guest House is not intended to confer possession on the Client/Guest or to create the relationship of landlord and tenant between us and the Client/Guest. The Client/Guest will not be entitled to any form of tenancy. The Client/Guest confirms that they will not be occupying the serviced unit as their only or principal home.

RESERVATIONS & PAYMENT

Your booking is only confirmed when we email written confirmation of booking following receipt of payment of the deposit. When a booking is made, 50% of the total invoice is required in advance to confirm the reservation. The balance (if any), of the booking charge is to be paid six weeks prior to the arrival date. If we do not receive full payment by this time, the reservation may be cancelled and a percentage of the deposit withheld. The Client/Guest may be liable for the balance of the booking. When a booking is made less than six weeks prior to the arrival date, the full amount invoiced is required to confirm the reservation. Payment must be made in South African Rand (ZAR) and must be clear of all bank charges, exchange rate variations and any other deductions. We only accept EFT or Bank to bank transfer to our account. Under no circumstances will accommodation be provided until we have received full payment of the booking. Failure to pay in accordance with the agreed terms of payment may result in loss of your booking.

CANCELLATION POLICY

Cancellations must be notified to us in writing. A change of arrival date or departure date by the Client/Guest may be treated as cancellation and re-booking. We recommend that the Client/Guest insures against cancellation.

More than 60 days - 10 % of the total amount is forfeited

60 - 40 days - 30 % of the total amount is forfeited

39 - 30 days - 50 % of the total amount is forfeited

29 - 0 days - 100 % of the total amount is forfeited

ARRIVALS & DEPARTURES

Rooms and cottages are available for occupation after 14:00h on the day of arrival. Rooms must be vacated and keys returned by 10:00h on the day of departure. If there is a delay in vacating the serviced unit beyond 10:00h, a full day's rental may be charged to the Client/Guest. Early arrival and late departures are possible if the room concerned is not required.

BROADBAND

Broadband internet access is provided in the Homestead. Although we will endeavour to assist with any connection problems, Candlewoods Guest House accepts no responsibility for the inability to connect to this facility.

PROPERTY USE & CONDITIONS

The Client/Guest is responsible for taking all reasonable care of the premises. Any breakage or damage must be reported to us without delay. Candlewoods Guest House will not be held responsible for any personal injury, loss or damage to personal effects howsoever arising at the lodge or its grounds. Smoking is not permitted in the Homestead or cottages.