

## **Big Tree B&B and GH Midrand Terms and Conditions**

### **Accommodation & Property:**

- ARRIVAL TIME (from 14h00) and DEPARTURE TIME (by 10h00)
- It is a requirement that all Guests provide proof of a valid identity - Id document/Driver licence/Passport, in order to check-in on arrival.
- Guest Registration / Indemnity Form must be signed on at check-in. Please note only persons of the aged or 18 years and older may sign the Guest Information / Registration form. In the case when the guest Check-in Online will Alrick Investors (Pty) Ltd t/a Big Tree B&B and GH accept that the guest consent to the Indemnity form - Disclaimer (see copy at end of document\*):
- On-Arrival: Please report immediately any damages to room/suite/cottage/property or its contents.
- On-Departure: Room keys to be handed in at reception on departure at (or before) 10h00.
- Only the stipulated number of person(s)/guest(s) on the booking will be allowed to occupy the room/suite/cottage. If the room/suite/cottage can accommodate extra guest(s), will it be allowed at an extra cost as per current rate sheet for extra guest(s) in a room/suite/cottage. NO overcrowding will be allowed.
- No Day visitors allowed without pre-approval of Guest House management. If an extra guest is approved, extra costs might be charged.
- No unauthorized parties are allowed on the property. In an event you want to host a party/event/function please contact the guesthouse to pre book and pay of a venue to host your party/event/function. Terms and conditions for events will apply.
- No Pets of any kind are allowed at the guesthouse.
- No Smoking allowed in rooms/suites/cottages or any building on the property by Law.
- Damages or any loss to the room/suite/cottage or its content is immediately payable by guest. This also apply to any other buildings or items on the property used or occupied by the guest.
- For your own safety lock doors at night and do not leave any valuable unattended.
- Swimming pool and or any facilities on the property to be used at guest(s) own risk.
- Alrick Investors (Pty) Ltd ta Big Tree B&B and GH will be guide by any new or amended regulations impose on accommodation establishments for guests and will follow it. Example Covid-19 regulations to fill in a health questionnaire.

### **Payment:**

- A 50% deposit or Voucher or Order Form needed to confirm this booking within 48 hours.
- All rates are in South African Rand.
- FULL Accommodation and pre-arranged extra's payable on arrival. All extra's to be paid on time when requested to do so.
- Please note that a no-show will be charged at full price and there are no refunds for early departures.
- Vouchers must be paid within 30 days of the invoice date or interest will be charged at prime rate + 1%.
- If the Company / Travel Agency do not pay, you the guest will be held responsible for the payment of the account.

### **Cancellation Policy and Amin Charge**

- If a booking is cancelled less than 7 days prior to date of arrival a 100% cancellation fee will apply.
- If a booking is cancelled between 8 – 14 days prior to date of arrival a 50% cancellation fee will apply.
- If a booking is cancelled between 15 – 29 days a 25% cancellation fee (to a minimum of the admin fee) will apply.
- Where a company/individual makes a reservation on behalf of someone else, the company/individual shall be liable for a cancellation fee in the event of a late cancellation.
- If a deposit was paid for the booking and the booking is subsequently cancelled and you do qualify for a refund (see above points), then an admin fee is applicable to cover handling and bank fees.

### **\* Indemnity Form – Disclaimer:**

“While every reasonable precaution has been taken to ensure the safety of our guests and their possessions on these premises, The Proprietor, its agent/s and/or its employee/s (‘the Proprietor’) shall not be liable for, and the guests/s hereby waive/s and abandon/s any claims of whatever nature including but not limited to that for theft, injury, loss or damage of whatever nature, against the Proprietor, whether arising from the Proprietor’s default, negligence or otherwise. The guest/s in addition to the aforesaid, hereby indemnify the Proprietor against any claims which may arise from whatever nature, whether arising from the Proprietor’s default, negligence or otherwise. If the company/Travel Agency do not pay, you the guest will be responsible for payment of the account. “

*Should you pay any kind of payment towards a booking, will Alrick Investors (Pty) Ltd t/a Big Tree B&B and GH accept that you have consented to all terms and conditions as set out above.*