

Clubview Guest House Standard Terms & Conditions of Service

These conditions are necessary to ensure the well being of our valued Guests and the orderly continuance of the Guest House

1. Reservations and Payment and Terms

- 1.1. The guest house operates on a bed and breakfast basis and except for laundry does not provide or arrange other services such as dinner, transport, tours, functions, events, parties, baby sitting, conferences. The guest house can however provide details of suppliers that can provide these services directly to the guest.
- 1.2. Reservations are accepted on a 'per person' basis and not a unit basis. Rates are therefore subject to the number of people that occupy a unit. The names and relationship to the guest of the persons sharing the unit must be provided when the reservation is made. Persons over the age of 12 years are considered as adults.
- 1.3. *Reservations will not be confirmed until the name, surname, number of persons sharing each unit, cell phone numbers, payment method and expected time of arrival of each guest is provided to the guest house where upon the guest house will send a confirmation form with relevant reservation details to the guest by fax, email or sms.*
- 1.4. *Accommodation is payable in advance or on arrival unless otherwise agreed in writing.*
- 1.5. World Cup 2010 Payment Terms: A 50% non refundable deposit will guarantee/confirm a reservation. The full cost of accommodation, is to be received by us 30 days prior to arrival.
- 1.6. A deposit of 50%, a travel agent voucher or valid credit card details and authorisation to debit is required to confirm all bookings.
- 1.7. A cancellation fee of 50% is payable should a confirmed booking be cancelled with less than 7days notice.
- 1.8. The full cost of the accommodation of up to 5 days is payable should a guest fail to arrive or cancel or end the reservation with less than 24 hours notice.
- 1.9. Discounted rates will be revised should the duration of stay be decreased or interrupted or payment terms not be adhered to.
- 1.10. The guest retains personal liability for the bill until the employer, agent, or person that made the reservation on his or her behalf has settled it.
- 1.11. Cash, Internet transfers and major credit cards are valid payment methods. Cheques are not accepted.
- 1.12. Rates are subject to change without notice. Quotations are valid for 7 days unless otherwise specified.
- 1.13. The maximum refund value under any circumstances is 80% of the charge. Refunds will only be made after payment has been finally cleared by the bank or Credit Card Company. This process can take in excess of 30 days.
- 1.14. A minimum administration fee of 10% will be added to any service the guest house pays for on behalf of the guest.

2. Arrival and Departure

- 2.1. Check in time is between 16:00 and 19:00 unless prior arrangements have been made. No check-in will be made after 22:00. This is necessary to ensure the security, comfort and well being of other guests.
- 2.2. Check out time is between 06:30 and 10:00 unless prior arrangements have been made. No check-out after 13:00. This is to enable the room to be prepared in time for new arrivals. Guests that check out after 14:00 without prior arrangement will be liable for an extra night's accommodation, as we will not be able to service the room in time for new arrivals.

3. Parking and Access

- 3.1. Parking is limited to one vehicle per unit unless otherwise indicated. One remote control and set of keys is provided per unit. The cost of replacement keys and remote control is R400.00. Rooms must be locked and keys handed in at reception or deposited in the key box at the gate prior to departure.
- 3.2. Visitors for guests may only park in the designated area. Vehicles that park in the driveway or in such a manner that it causes an obstruction or occupies a guest parking will be removed. We accept no responsibility for any loss or damage.
- 3.3. Parking under carports and numbered parking is reserved for guests only. Guests may only park on their designated parking.
- 3.4. Guests must provide access to visitors including food delivery services using their own gate remote control after reception hours. The security guard does not open the gate for deliveries or visitors. Make sure that visitors or deliveries have your cell number to inform you of their arrival.

4. Service Hours

- 4.1. The reception desk is open from 06:30 to 19:00 on weekdays and from 08:00 to 10:00 on weekends and public holidays. The after-hours contact number is 012 654 6812.
- 4.2. The self-service bar is open from 06:30 to 22:00 on weekdays.

5. Security & Storage

- 5.1. Although the guest house takes reasonable steps to ensure the safety and security of guests and their possessions guests retain final responsibility for their own safety and security. Keep rooms locked at all times and place valuables in the safe provided. Always leave safe open and room locked on departure.
- 5.2. The guest house does not provide storage facilities for personal belongings and vehicles.

6. Meals

- 6.1. Breakfast is served weekdays 06:30-08:30. Weekends and public holidays 08:00-09:00. No breakfast is served from 15 December until the first Monday after New Year.
- 6.2. No refunds are made in the event of breakfast not taken for whatever reason.
- 6.3. Breakfast can be taken in the form of a food parcel during the week. Please order before 18:00 the previous day. No food allowed to be taken away from the Buffet.
- 6.4. No other meals are served.

7. Self Service Facilities, Entertainment

- 7.1. Guests have access to snacks and drinks at the self-service bar. All items consumed must be recorded on the vouchers at the counter and placed on the spike. Payment is required prior to departure or weekly for long-term guests.
- 7.2. Guests also have self-service access to crockery, cutlery, and microwave and gas braai without charge. Guests may entertain one or two visitors by prior arrangement. Guests who wish to entertain must however make their own arrangements for food and snacks from the local supermarket. Entertainment activities must end and visitors must leave by 22:00 as a courtesy to other guests.
- 7.3. Guests are encouraged to bring their own food and drink onto the premises as the guest house only stocks limited range and quantity.

8. Internet Access and Printing

- 8.1. Internet access is available at the workstation in the lobby. Wireless access is available in most units. These facilities are offered free of charge with the expectation that guests will utilise them in a professional and responsible manner.

9. Smoking

- 9.1. Smoking is strictly not permitted indoors, in guest rooms or in enclosed public areas. Guests that smoke in the room are required to pay an extra nights' accommodation. No exception will be made under any circumstances.

10. Loss or Damage to Guest House Property

- 10.1. The guest is liable for any loss or damages (excluding wear and tear) to the property of the guest house.

11. General Incapacity

- 11.1. The guesthouse cannot be held liable if any of the following events or conditions prevents the guest house from fulfilling its obligation to guests. The guest house will take all reasonable steps to minimise disruption and discomfort to guests under these conditions.
 - 11.1.1. Unanticipated interruption to the electricity, water, sewage to, from or on the guest house property.
 - 11.1.2. Industrial action, civil uprising or criminal activity.
 - 11.1.3. Fire, frost, flooding, subsidence or any other force majeure event.

12. Limit to Liability

The maximum liability of the guest house for any event or condition for which a guest may institute a claim is limited to the value of one day's accommodation.

Please do not hesitate to contact us immediately should you observe or experience anything that does not meet your expectations

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