

Clubview Guest House Standard Terms & Conditions of Service 2012

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

1. Reservations and Payment and Terms

- 1.1. The guest house operates on a Bed & Breakfast basis and except for laundry and internet does not provide or arrange other services such as dinner, transport, tours, functions, events, parties, baby sitting or conferences. The guest house can however provide details of suppliers that can provide these services directly to the Guest.
- 1.2. All rates as advertised are inclusive of VAT. Reservations are accepted on a 'per person' basis and not a room basis. Rates are therefore subject to the number of people that occupy a room. The names and relationship to the Guest of the additional persons sharing the room must be provided when the reservation is made. Persons over the age of 12 years are considered as adults.
- 1.3. *Bookings can only be confirmed if the guest house receive a 50% deposit on accommodation or a travel agent voucher, along with the Guest name, surname, number of persons sharing each room, cell phone number of the Guest, confirmed payment method and expected time of arrival of each Guest.*
- 1.4. As confirmation of a reservation the guest house will send a confirmation form to the Guest or person responsible for making the booking by fax or email. The confirmation will reflect the unique booking reference number, the total cost of reservation, the arrival & departure dates & number of persons booked. Upon receipt of the reservation confirmation the Guest retains final responsibility to ensure all relevant reservation details are correct, as the guest house cannot be liable for incorrect bookings at a later stage.
- 1.5. *The full cost of Accommodation is payable in advance or on arrival unless otherwise agreed in writing*
- 1.6. A 50% cancellation fee for up to 5 days accommodation is payable should a confirmed booking be cancelled with less than 48hrs notice.
- 1.7. 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.
- 1.8. Discounted rates will be revised should the duration of stay be decreased or interrupted or payment terms not be adhered to. Long term rates are subject to bookings of 21 consecutive nights or more, confirmed long term bookings that are decreased to less than 21 nights will be revised to the standard short term rate.
- 1.9. 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 the account.
- 1.10. Cash, Internet transfers and all major Credit Cards are valid payment methods. Cheques are not accepted.
- 1.11. Rates are subject to change without prior notice. Quotations are valid for 48hrs unless otherwise specified.
- 1.12. 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.
- 1.13. 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 room unless otherwise indicated. All rooms have numbered undercover parking spaces. These parking spaces are reserved for Guests only. Guests may only park on their allocated parking space.
- 3.2. One remote control and set of keys is provided per room. The cost of replacement keys and remote control is R200.00.
- 3.3. Upon check out rooms must be locked and room keys handed in at reception or deposited in the yellow key-deposit box at the gate prior to exiting the gate.
- 3.4. Visitors for Guests may only park on the Visitors parking. Vehicles that park in the driveway or in such a manner that it causes an obstruction or occupies another Guest's parking will be removed. We accept no responsibility for any loss or damage.
- 3.5. After hours Guests must provide access to visitors or food delivery services using their own gate remote control. The security guard does not open the gate for deliveries or visitors. Guests need to ensure that visitors or deliveries have their cell phone number to inform them of their arrival.

4. Service Hours

- 4.1. **The reception desk is open from 06:30 to 19:00 Monday to Thursday and 06:30 to 17:00 on Friday's. Weekends & Public Holidays from 08:00 to 10:00.** Reception is closed on Good Friday, Christmas day and Boxing Day.
- 4.2. The after-hours contact number is 012 654 6812
- 4.3. In case of emergency please contact the guest house management on: **076 727 1537 / 082 253 6042** or 082 654 1168 / 082 853 2366
- 4.4. Reservations office hours are: Monday to Friday from 08:00 to 17:00. Reservations are closed on Public Holidays.
- 4.5. Subject to availability of rooms, persons interested in booking accommodation and wishing to view the guest house beforehand may do so only on weekdays between 08:00 – 16:00 and only by prior appointment. No rooms are available for viewing over weekends & Public holidays. *Appointments are subject to Clubview Guest House Reservations and Payment Terms.*
- 4.6. The Lounge area with self-service drinks & snacks counter is available Mon-Thurs from 06:30 to 22:00 & Fridays from 06:30 to 17:00. Weekends & Public Holidays it is open from 07:00 to 10:00.

We look forward to be of service!

5. **Smoking.** *This is a NON SMOKING Guest House.* Indoor smoking is strictly prohibited in ALL our guest rooms and enclosed public areas. Guests found to be smoking in their rooms will be liable to pay an additional night's accommodation. No exception will be made under any circumstances.
6. **Security & Storage.** 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. Upon Check out please leave the safe open and room locked. The guest house does not provide storage facilities for personal belongings or vehicles.
7. **Breakfast Service.** *Weekdays 06:30-08:30. Weekends and public holidays 08:00-09:00. No other meals are served.*
 - 7.1. No refunds are made in the event of breakfast not taken for whatever reason. Cancellations must be received by 18:00 the night before.
 - 7.2. The guest house can provide a breakfast parcel on short term basis (less than 5 days) only. This service is only available Tues. To Sat.
 - 7.3. No food is allowed to be taken away from the Buffet under any circumstances.
 - 7.4. NO breakfast will be served on Good Friday and from 15 December until the first Monday after New Year.
8. **Housekeeping service.** All guest rooms are serviced daily between 08:00-15:30. However there will be no Housekeeping service available on Good Friday, Christmas day, Boxing day and New-year's day.
9. **Laundry service.** Available weekdays only, excluding public holidays. All laundry charges are to be settled before departure.
10. **Self Service Facilities & Entertainment.**
 - 10.1. Guests have access to beverages at the honesty drinks & snack counter (Self-service). All beverage and snacks items taken must be recorded on the vouchers at the counter and placed on the spike. Guests must settle their extras before check out.
 - 10.2. Guests are encouraged to bring their own food and drink onto the premises as the guest house only stocks limited range and quantity.
 - 10.3. Guests may entertain one or two visitors by prior arrangement. Guests who wish to entertain must make their own arrangements for food and snacks. Entertainment activities must be conducted in such a manner as not to cause disturbance to other Guests staying at the guest house and as a courtesy to other Guests all activities must end and visitors must leave the guest house premises by 21:30.
11. **Internet Service.** Internet access is available at the workstation in the lobby and Wireless access is available in most rooms. This service is offered FREE of charge with the expectation that Guests will utilize this service in a professional and responsible manner in accordance to *CGH Conditions of Service* and by using this service, you hereby accept our conditions of use as follows:
 - 11.1.1. Clubview Guest House offers the *FREE Wireless Internet* service for activities such as the active use of e-mail, instant messaging, browsing the World Wide Web and accessing corporate intranets.
 - 11.1.2. High volume data transfers, especially sustained high volume data transfers, are not permitted.
 - 11.1.3. Hosting a web server or any other server by use of our service is prohibited.
 - 11.1.4. Trying to access someone else's account, sending unsolicited bulk e-mail, collection of other people's personal data without their knowledge and interference with other network users is prohibited.
 - 11.1.5. Reselling this service to a third party is prohibited.
 - 11.1.6. Clubview Guest House reserves the right to suspend the service to a Guest if we believe that usage of the service is unreasonably excessive or being used for criminal or illegal activities.
 - 11.1.7. Guests are responsible to maintain the confidentiality of their passwords and all activities that occur under their username and password and will be liable for any losses, damage and costs incurred by Clubview Guest House due to the loss, misuse and/or disclosure of guest's usernames and passwords.
 - 11.1.8. Clubview Guest House provides this service on an "as is" basis, and will endeavor to provide uninterrupted FREE Wireless Internet access, however we cannot guarantee that the service will be available at all times and in all parts of the guest house. We reserve the right to modify or temporarily suspend the service or any part of it without prior notice.
 - 11.1.9. Clubview Guest House will not disclose your contact information to any third party without your prior consent, but by Law we are required to assist in the investigation of any suspected or alleged crime or civil wrong, including disclosure of guests contact information.
 - 11.1.10. Guests are responsible to maintain their own security whilst dealing with the Internet or their corporate Intranet.
 - 11.1.11. Clubview Guest House does not provide additional security to our network users as we provide Internet access only and do not interfere with content, and therefore cannot be responsible for security and information transmitted via our service.
 - 11.1.12. The guest house will not be liable for the accuracy, completeness or relevance of any information obtained through our service from the Internet.
12. **Loss or Damage to Guest House Property.** The Guest retains personal liability for any loss or damages caused to the property of Clubview Guest House (excluding wear and tear).
13. **General Incapacity.** The guest house 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.
 - 13.1. Unanticipated interruption to the electricity, water, sewage to, from or on the guest house property.
 - 13.2. Industrial action, civil uprising or criminal activity.
 - 13.3. Fire, frost, flooding, subsidence or any other force majeure event.
14. **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

We look forward to be of service!