



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 Clubview Guest House.

These conditions are subject to change from time to time without prior notice.

The Guest retains final responsibility to ensure that he/she is familiar with these Terms & Conditions.

1. Reservations and Payment Terms

- 1.1. All rates as advertised are inclusive of VAT. Room rates are subject to the number of people that occupy a room. Persons over the age of 12 years are considered as adults. Child rates are based on a child sharing with their parents per night.
- 1.2. Rates are subject to change without prior notice.
- 1.3. The guest house reserves the right to allocate guest rooms as to ensure maximum occupancy at all times. Guest rooms with self-catering facilities are assigned to reservations of a long term nature. The guest house cannot guarantee self-catering facilities for short term bookings. The guest house cannot guarantee exclusive use of communal common areas of self-catering units unless all guest rooms in such a unit are booked & paid for by the person responsible for making the booking.
- 1.4. Accommodation Quotes are subject to availability and valid for 48hrs unless otherwise specified, only written Quotes with reference number are valid means of Quoting.
- 1.5. Provisional Bookings will expire after 72hrs unless the guest house receives a deposit in advance as confirmation of the reservation.
- 1.6. *Bookings will only be confirmed if the guest house receive a 50% deposit on accommodation or a travel agent voucher or a company purchase order, 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.*
- 1.7. 3rd Party payments on accommodation are not accepted, unless the guest house has received all relevant contact details of the person or company responsible for payment on behalf of the Guest, prior to the guest house confirming the booking and prior to the Guest arrival at the guest house.
- 1.8. As confirmation of a reservation the Guest House will send a confirmation form to the Guest, person or company 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 and number of persons booked.
- 1.9. Upon receipt of the Booking confirmation the Guest or person responsible for making the booking 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.
- 1.10. Subject to availability & Reservations office hours, walk in guests are welcome. The prospective guest must provide all relevant contact details upon completion of a registration form and supply an ID document or passport. The guest house retains the right to make a copy of an ID document.
- 1.11. *The full cost of Accommodation is payable in advance or on arrival unless otherwise agreed in writing.*
- 1.12. Pro Forma Invoices & Tax Invoices are payable upon receipt.
- 1.13. Cash, Internet transfers and all major Credit / Debit Cards are valid methods of payment. Cheques are not accepted.
- 1.14. Payment responsibility cannot be changed to a 3rd Party once the Guest has already arrived / checked into the Guest House.
- 1.15. The Guest retains personal liability for the account until the company, agent, or person that made the reservation on his or her behalf has settled the account. All accounts must be settled by the Guest upon departure.
- 1.16. 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.
- 1.17. 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.
- 1.18. A minimum administration fee of 10% will be added to any service the guest house pays for on behalf of the Guest or company responsible.

2. Reservation amendments

- 2.1. Subject to availability reservations can be extended by notifying the Guest House at least 12hrs in advance during office hours. Additional nights booked must be paid for in advance. The Guests retains final responsibility to ensure that all payment terms are met and are liable for payment of additional nights should the guest house not receive confirmation from the person / company responsible for making the booking.
- 2.2. Reservations can be reduced by notifying the guest house in advance. Please note that the cancellation policy might apply to short notice cancellation of confirmed nights booked.

3. Cancellation Policy

A 50% cancellation fee for up to 7 days accommodation is payable should a confirmed booking be cancelled with less than 48hrs notice. The full cost of the accommodation of up to 7 days is payable should a Guest fail to arrive or cancel or end the reservation with less than 24 hours notice.

4. Reduced Rates

- 4.1. Weekend rates are not advertised and subject to the discretion of management and only valid for Friday & Saturday nights.
- 4.2. Long term rates are available as advertised and 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.
- 4.3. Additional discounts can only be negotiated with senior guest house management. Only written quotes of additional discount are accepted.
- 4.4. Reservations with reduced rates are strictly subject to payment in advance on all accommodation booked.
- 4.5. Discounted rates will be revised to the standard short term rate should general CGH Terms & Conditions not be adhered to and should payment terms not be met.

5. Arrival and Departure

- 5.1. Check in time is between 15:00 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.
- 5.2. Check out time is between 06:30 and 10:00. Room keys must be returned prior to departure. Guests that wish to check out late may only do so with prior consent from management, such arrangements must be made the day before. Should a Guest fail to check out before 13:00 on the departure date he/she will be held liable for an additional night's accommodation, as the Guest House will not be able to service the room properly in time for new arrivals. No Refunds will be made.

6. Parking and Access

- 6.1. Parking is limited to one vehicle per room unless otherwise agreed. All rooms have numbered undercover parking spaces. These parking spaces are reserved for Guests only. Guests may only park on their allocated parking space. Owners park their cars at their own risk.
- 6.2. One remote control and set of keys is provided per room. The cost of a replacement key set and remote control is R400.00. The Guest retains final liability for the loss of keys. 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.
- 6.3. 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.
- 6.4. 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.

7. Service Hours

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. The Guest House may also retain the right to close down business activities from the 20th December to 2nd January. The after-hours contact number is **078 622 9326**.

- 7.1. In case of emergency please contact the guest house management on: **078 622 9326** or 082 654 1168 / 082 253 6042.
- 7.2. The Reservations office hours are: **Monday to Friday from 08:00 to 17:00**. Reservations are closed on Public Holidays.
- 7.3. 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.*

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7.4. The Lounge area with self-service drinks & snacks counter is available Mon-Thurs from 06:30 to 21:00 & Fridays from 06:30 to 17:00. Weekends & Public Holidays it is open from 07:00 to 10:00.

8. 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 as cleaning fee. No exception will be made under any circumstances.

9. Pets

Pets are NOT allowed without prior arrangement with Management and only when booked & paid for in advance. Subject to availability only certain guest rooms can accommodate pets. The rate per pet per night is R50.00. Pets are strictly not allowed on furniture and the guest retains final liability for any damage or cleaning costs involved to guest house furnishings, linen & property.

10. Children

Children are welcome when booked & paid for in advance. Parents of children must be considerate to other Guests staying at the guest house as not to cause unnecessary disturbance or noise. Parents of children staying at the guest house also take full liability for any additional cleaning costs involved or damaged caused by their children to guest house furnishings, linen & property.

11. Safety, Security & Storage

Although the Guest House has taken all precautionary measures to ensure the safety and security of Guests and their possessions, the Guests retain final responsibility for his/her own safety and security. Vehicles are parked at own risk. Rooms must be locked at all times and valuables placed in the safe provided. Before Check out the Guest is responsible to ensure all belongings and valuables are accounted for. Lost items must be reported within 12 hours of departure thereafter the Guest House cannot successfully assist with finding missing items. Please leave the safe open and room locked. The Guest House does not provide storage for personal items or vehicles.

12. Breakfast Service & Other Meals

Breakfast is served on Weekdays from 06:30 to 08:30 and on Weekends and public holidays from 08:00 to 10:00.

- 12.1. No refunds are made in the event of breakfast not taken for whatever reason. Cancellations must be received by 18:00 the night before. The guest house can provide a breakfast parcel on short term basis (less than 5 days) only. This service is only available from Tuesday to Saturday morning. Orders must be placed by 18:00 the night before. NO food/food parcels can be taken away from the dining room Buffet under any circumstances.
- 12.2. The Guest House can provide dinner on request for short term bookings Monday to Friday only. Dinner must be booked 24hrs in advance. Dinner will be served from 18:00 – 19:00 in the guest room and consist of a main course, side salad, bread roll and beverage only. Cancellations must be received 24hrs in advance. All rooms are supplied with cutlery, crockery a fridge and microwave to heat / preserve meals.
- 12.3. The Guest House does not provide Kosher or Halaal meals, but can provide Vegetarian meals on request.
- 12.4. NO Meals will be served on Good Friday and from 15 December until the first Monday after New Year.

13. Housekeeping service

All guest rooms are serviced daily between 08:00-15:30. Dirty rooms for new arrivals are priority to be serviced first before 12:00. Stay-over rooms are less priority and are scheduled later in the day. There will be no Housekeeping service available on Good Friday, Christmas day, Boxing Day and New-year's day.

14. Laundry service

This service is available from Monday to Friday only (Excluding public holidays). All laundry charges are to be settled before departure.

15. Self Service Facilities & Entertainment

- 15.1. Guests have access to beverages at the honesty drinks & snacks counter (Self-service). All beverage and snack items taken must be recorded on the vouchers at the counter and placed on the spike. Guests must settle their extras before check out.
- 15.2. Guests are encouraged to bring their own food and drink onto the premises as the guest house only stocks limited range and quantity.
- 15.3. 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.

16. 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:

- 16.1.1. 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.
- 16.1.2. High volume data transfers, especially sustained high volume data transfers, are not permitted.
- 16.1.3. Hosting a web server or any other server by use of our service is prohibited.
- 16.1.4. 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.
- 16.1.5. Reselling this service to a third party is prohibited.
- 16.1.6. 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.
- 16.1.7. 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.
- 16.1.8. 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.
- 16.1.9. 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.
- 16.1.10. Guests are responsible to maintain their own security whilst dealing with the Internet or their corporate Intranet.
- 16.1.11. 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.
- 16.1.12. The guest house will not be liable for the accuracy, completeness or relevance of any information obtained through our service from the Internet.

17. The right of admission is reserved

Clubview Guest House reserves the right to request any guest to leave or to evict a guest from the premises under the following circumstances: Should payment terms not be adhered to *OR* in the event that a Guest is causing disruption to CGH service *OR* causing disturbance to other Guests *OR* causing damage to CGH property *OR* found to be involved with illegal activity or behavior and also when a guest fail to vacate their room on the agreed departure date and time. The Guest House also reserves the right to remove and retain the belongings of such a Guest until charges for damage, loss or penalties have been settled. No refunds will be made.

18. Loss or Damage to Guest House Property

By accepting the guest house room key the Guest acknowledge these Terms & Conditions and thereby accepts and retains personal liability for any additional cleaning costs, damages caused to the property, loss of property (excluding general wear and tear) or loss of income to Clubview Guest House. Such additional charges that might occur is payable upon departure.

19. 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.

- 19.1. Unanticipated interruption to the electricity or water/sewage to or from the guest house property.
- 19.2. Industrial action, civil uprising or criminal activity.
- 19.3. Fire, frost, flooding, subsidence or any other force majeure event.

20. 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 as agreed.

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

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