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**TERMS AND CONDITIONS FOR LAVENDERS AT CONSTANTIA GUEST HOUSE**

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

* All rates are quoted in South African rand.
* Check in time is from 14:00 – 22:00 and Guests are required to check out and return the keys by no later than 10:00 on the day of departure. Checkout after 10:00 without prior arrangement will result in the charging of a levy equal to one day's accommodation rate.
* Early arrivals, late departures and day use rooms should be confirmed prior to check-in, subject to availability and may carry a surcharge.
* Each suite accommodates 2 adults and a third adult sharing a room is not allowed.
* In order to guarantee the reservation, one of the following must be provided:
* Details of one of the following recognized credit cards: Visa, Master, American Express or Diners.
* A deposit of 50% of the total invoice must be paid within seven (7) days after the booking has been made. The balance is payable on arrival date.
* The travel agent voucher or company order faxed and original presented upon arrival.

Payment must be made in South African Rand (ZAR) and must be clear of all bank charges, exchange rate variations and any other deductions. Failure to comply with the terms of payment may result in loss of your booking.

* Should the deposit not be received as requested, Lavenders at Constantia Guest House reserves the right to automatically cancel the booking without any written or verbal notice. The Guest House has the right to cancel non-guaranteed reservations at 16:00 on the day of arrival if a travel agent voucher/ company order/ credit card authorization/ pre-payment has not been received.
* A no-show fee of one night’s accommodation will be charged for no shows / guaranteed reservations.
* Cheques are not accepted unless prior arrangements have been made with management.
* Cancellation policy:
* 0 to 7 days: 100 % of the total accommodation amount is forfeited
* 8 to 14 days: 50 % of the total accommodation amount is forfeited
* 15 to 21 days: 25 % of the total accommodation amount is forfeited
* 21 or more days: Full refund
* Wi-Fi internet access is available free of charge provided it is not misused at any given time. Although we will endeavour to assist with any connection problems, Lavenders at Constantia Guest House accepts no responsibility for the inability to connect to this facility.
* For the comfort of our guests, Lavenders at Constantia Guest House have non-smoking rooms.
* Lavenders at Constantia Guest House do not accept any liability for loss of or damage to any valuables or property belonging to guests or their visitors. It is therefore the sole responsibility of all guests to make arrangements for adequate insurance coverage on all valuable items prior to arrival at Lavenders at Constantia Guest House. This includes but is not limited to, photographic equipment, laptops or other electronic devices, jewellery, cash and vehicles.
* To ensure the safety of our guests and their possessions we do not allow guests to have visitors on the premises except if arrangements have been made with management.
* Whilst every care has been taken by Lavenders at Constantia Guest House to ensure the safety of guests and their possessions whilst enjoying our accommodation, Lavenders at Constantia Guest House will not be held responsible for any personal injury, loss or damage to personal effects whatsoever arising at the Guest House or its grounds.
* The Guest is responsible for taking all reasonable care of the premises. Any breakage or damage must be reported to us without delay. Should Lavenders at Constantia Guest House suffer any loss or damage as a result of an act or omission by a guest or visitor of a guest, the guest will remain liable for full reimbursement of such loss or damage incurred and will be billed accordingly.
* Lavenders at Constantia Guest House at all times reserves the full right of admission and accepts no liability for any loss or damage that may result from the legal and reasonable exercising of such rights. Should Lavenders at Constantia Guest House at any time need to exercise this right, no reimbursements or refunds will be made in this regard.
* We are committed to ensuring that your information is secure. Lavenders at Constantia Guest House do not share any individual information you provide with third parties.
* Staying at Lavenders at Constantia Guest House is not intended to confer possession on the Guest or to create the relationship of landlord and tenant between the Guest House and the Guest. The Guest will not be entitled to any form of tenancy. The Guest confirms that they will not be occupying the serviced unit as their only or principal home.

Please do not hesitate to contact us if you require any more information or clarification.