

TERMS AND CONDITIONS

RESERVATIONS: Bookings are taken on a first come first served basis. Unless specifically requested, individual rooms may not be reserved; rather a room type (e.g. a double room) may be booked, but we reserve the right to alter which room that it may be. Guests who have specific needs (such as mobility problems) should advise us of their requirements when making the reservation.

We do not accept single member parties (i.e. Hen and Stag night groups), nor do we accept touring sports groups. We reserve the right to decline any inappropriate booking requests.

Malicious or accidental damage caused by guests, or their pets, will be charged for at the full replacement cost of the damaged item. An additional cleaning charge will be levied when appropriate, e.g. heavily soiled bedding, stained carpets, etc.

For the comfort of others, boisterous and rowdy behaviour will not be tolerated and if necessary, disruptive guests will be asked to leave. Children and pets are to be kept under control at all times.

SMOKING: We are a strictly Non-Smoking establishment throughout. Should any guest be found to be smoking within the building (including 'hanging out' the windows), they will be charged a R 500.00 cleaning fee, asked to leave, and in appropriate circumstances, reported to the police.

PETS: As animal lovers, we have always accepted pets in our establishment free of charge. However, it is an unavoidable fact that considerable additional cleaning is required when pets stay in the rooms. In order to help us maintain this free service, it is requested that all animals are clean and well groomed before entering the premises.

DEPOSITS: To secure and confirm a reservation, a **Non-Refundable** deposit, equal to the value of the first nights stay, must be paid in advance by personal cheque (supported by cheque guarantee card), cash, postal order or traveller's cheque. Alternatively, most major credit and debit cards are accepted, but please note that a 2.5% surcharge is applied to all debit and credit card transactions. We do not accept American Express.

SETTLEMENT OF ACCOUNTS: Balances of accounts should be settled upon arrival; and in exceptional circumstances, no later than the day prior to departure. Please note that due to banking charges, a 2.5% surcharge is applied to all credit card and debit card transactions.

CHECK-IN / CHECK-OUT TIMES: Guests may arrive anytime 15:00 - 18:00 pm; earlier or later arrivals are strictly by prior arrangement. Departing guests are to vacate their rooms by 10:00 am; thereafter, an additional nights lodging will be charged for. Luggage may be left for later collection by prior arrangement.

VISITOR REGISTER: Under the Immigration (Hotel Records) Order 1972, all hotels, guest houses, bed & breakfasts, must keep a record of the full name and nationality of their guests over 16 years of age. Aliens must also record the number and place of issue of their passport, their nationality and their next destination. To that end, a Guest Registration form, located in reception, must be completed upon arrival.

CANCELLATION POLICY: Deposits, equivalent to the value of the first nights stay, **shall not be refunded**. Excess of the value of the first nights stay shall be refunded, provided that cancellation is notified at least 30 days prior to commencement of stay. Only in exceptional circumstances, and at the sole discretion of the management, will any other refunds be considered.

NO SHOWS: (i.e. failure to take up the reservation without prior notification), or cancellations received less than 30 days before arrival date, will be charged the full value of the booking reservation.

RIGHT OF ADMISSION: the right of admission to the guesthouse and the right to terminate a contract in full or in part is reserved by Cherry Country Lodge. In the event that Cherry Country Lodge applies the right to terminate a booking, in full or in part, Cherry Country Lodge has the right to retain and/or to pay any part of the outstanding Total Reservation

HONESTY BAR: Cherry Country Lodge has an honesty bar in the entertainment area at the Swimming pool for guests to enjoy drinks and tranquility. The drinks should be noted on a sheet with name and room number and will be charged at the end of the week or end of the stay on the final bill. If Honesty Bar rules are infringed R 500.00 will be charged per infringement.

LOSS OF REMOTE AND KEYS: If Guest loses the remote given to him at check in and arrival R 2000.00 will be charged

SWIMMING POOL INDEMNITY: The Guest will not hold the lodge responsible for any occurrence at the swimming pool area and understands that the responsibility is his/hers

NO FEEDING OR HITTING ANIMALS: The Guest will understand that feeding or hitting dogs or animals on the property is strictly prohibited and infringement of this rule will result in right of admission and discharge of the lodge..

GENERAL INDEMNITY: By signing the registry indemnity I agree that none of Cherry Country Lodge, its owner or staff shall be liable to me for any loss, damage or injury to my person or my property which I may sustain during, or in connection with my stay in the Lodge, arising from any cause whatsoever, including, without derogating from the generality of the foregoing, loss or damage arising from any accident, assault, theft or fire, food allergies and whether or not attributable to any negligent, whether its owner, agent or staff against any claim instituted

I further indemnify Cherry Country Lodge, against these parties by any third party arising out of or in grossly or otherwise, act or omission by the Lodge, its owner, agents or staff connection with my stay. I will be responsible for damages caused by guest I invite into the premises. Losing remote I will be liable for R 2000.00. If Honesty bar has been misused it will be penalised with R 500.00. Dogs are not to be feed or hit. I will not hold the lodge responsible for any occurrence at the swimmingpool area and understand that the responsibility is mine. *hit. I will not hold the lodge responsible for any occurrence at the swimmingpool area and understand that the responsibility is mine.*