

# Terms and Conditions

- Prices inclusive of VAT and any levies.
- Quotations are per room and not per person, therefore will not be adjusted/reduced should there be fewer guests than originally specified.
- All rates are subject to change and customers will be notified thereof in advance. However, confirmed reservations will always be honoured at the confirmed rates.
- Refunds on cancellations will only be made after bank or credit card company has finally cleared payment. This process can take in excess of 30 days.
- The maximum liability of the establishment for any event or condition for which a guest may institute a claim is limited to the value of one day's accommodation.

## DEPOSITS

- All deposits and payments refunded are subject to a 20% handling fee.
- Cancellation fees apply irrespective of whether the required deposits have been paid.

## RESERVATIONS / BOOKINGS

- All bookings made by Hathaway Guest House will be considered provisional until availability has been confirmed and the required deposit has been received. Reservations will be made provisional if booked through a Travel Agent until the voucher number has been forwarded to the receptionist.
- Student/adult group rates/fees and conditions may differ and will be quoted separately.
- Discounted rates will be revised should the duration of stay be decreased or interrupted or payment terms not be adhered to.
- Rates are subject to change without notice. Quotations are valid for 30 days from quotation date unless otherwise specified.
- Quotations are subject to availability upon acceptance. In case of a double booking, the payment that reflects in the bank account first will secure the accommodation and the later payment will be refunded in full.

## PAYMENTS AND CANCELLATIONS

- A 50% deposit is required to secure bookings long in advance (60 days or longer before check-in). The balance can then be paid in cash or via the card machine on arrival. If preferred, an EFT can be made before arrival but it must be done 3 working days in advance to clear payment.
- If booking is cancelled or modified up to 60 days before date of arrival, 0% of the total price of the reservation will be charged. If cancelled or modified up to 30 days before date of arrival, 50% of the total price of the reservation will be charged. If cancelled later, or in case of a no-show, 100% of the total price of the reservation will be charged.
- Banking fees that may have been levied on deposits will be deducted from refund amount.
- Bookings that are being paid off monthly are non-refundable unless they are cancelled 3 months in advance, in which case the standard cancellation terms will apply.
- Internet transfers or bank deposits are the preferred method of payment. We do however have a credit card facility on site – to be prearranged. We do not accept cheques.
- 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.

## ADDITIONAL

- In terms of Section 17(5) of the Consumer Protection Act 68 of 2008, no cancellation fee will be payable in the event of the death or hospitalisation of the person for whom, or for whose benefit the booking, reservation or order was made.
- Hathaway Guest House operates on a self-catering basis and therefore does not provide services such as lunch or dinner meals, personal laundry, transportation, functions, events and parties. We will however, on request, provide the above if pre-arranged with reception. This will be at an additional cost.
- Persons over the age of 12 years are classified as adults.
- Check in time is between 10:00 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.
- Check out time is by 10:30 unless prior arrangements have been made. This is to enable the room to be prepared in time for new arrivals. Late check outs may be charged for.
- Please enquire about the availability of parking should you need to bring more than one vehicle per unit. 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 to the receptionist or deposited in the key box at the gate prior to departure.
- We ensure that reasonable steps are taken to ensure the safety and security of guests (and your visitors on the property) and their possessions whilst staying at Hathaway Guest House. We however, do not accept responsibility for any loss or damage. Therefore, please keep units locked at all times and place valuables in the safe provided. Always leave safe open and unit locked on departure.
- Guests are required to provide access to their own delivery services (e.g. take aways) using their gate remote control.
- The office is contactable from 07:00 to 19:00 on weekdays, weekends and public holidays. The after-hours contact number is 066 480 1357.
- Hathaway Guest House has two braai facilities. Please first enquire at reception before use.
- Please be considerate when it comes to noise levels. No loud music is permitted. No noise/shouting is permitted at the swimming pool before 8am or after 8pm. Do keep the pool gates closed at all times. Children are only permitted in the pool area with adult supervision.
- No fireworks are to be let off on or around the property.
- Please be considerate when it comes to the use of the plumbing and electrical appliances.
- Smoking is ONLY permitted on the verandas and in the gardens/outdoors. Kindly do not smoke in the rooms.
- Guests are liable for any loss or damages (excluding wear and tear) to the property of the establishment.

## UNFORESEEN CIRCUMSTANCES

- Hathaway Guest House cannot be held liable if any of the following events or conditions prevent us from fulfilling our obligation to guests. We will take all reasonable steps to minimise disruption and discomfort to guests under these conditions.
  - 1 Unanticipated interruption to the electricity, water, sewage to, from or on the guest house property.
  - 2 Industrial action, civil uprising or criminal activity.
  - 3 Fire, frost, flooding, subsidence or any other force majeure event.

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

**Luxurious Hospitality**  
central | convenient | comfortable