

Chateau Vue Guesthouse standard terms and conditions

1. Introduction

These Terms and Conditions apply to all guests and visitors of Chateau Vue Guesthouse (The Guesthouse). The person making the reservation and paying the deposit hereby agrees on behalf of all parties to the booking and any guests of parties being entertained during their stay. Payment of deposit constitutes express agreement of these terms and conditions. These conditions are binding. The person signing the confirmation will be held liable for payment of all outstanding invoices should any problem with payment occur.

2. Bookings

Guests are required to provide a 50% deposit to confirm the booking. Balance of payment for accommodation is required on arrival. (This policy does not apply to 2010 World Cup Bookings between June 5th 2010 and July 15th 2010. During these dates, the following policy applies: Full payment to confirm the booking.). To protect you and in order to comply with money laundering and other regulations, guests may need to provide a passport or ID card. The Guesthouse reserves the right to regard any booking as a "No Show" where the parties do not check in by 20h00, unless prior arrangement has been made with the Guesthouse for a late check in. No persons other than those quoted for and booked are permitted to share the accommodation provided at the Guesthouse.

3. Check-in and Check-out

Guests may check-in at any time from 14h00 the day of arrival. Failure to check in by 20h00 without prior arrangement with the Guesthouse in writing may result in the booking being treated as a "No Show" Guests are required to check out by 10h00 on the day of departure. The Guesthouse reserves the right to charge for an extra night where guests have not checked out by 10h00, unless prior arrangement has been made with the Guesthouse.

4. Cancellation

Cancellation more than 28 days prior to arrival is fully refunded. Cancellation 15 to 28 days prior to arrival, full 50 % deposit is forfeited. Cancellation within 14 days prior to arrival, 100% of booking value is due. Where guests have not checked in by 20h00 on the day of arrival, the booking may be treated as a "No Show" if prior arrangement has not been made with the Guesthouse and 100% of the total booking value is charged. Early departures do not receive refunds. (The above policy does not apply to 2010 World Cup Bookings between June 5th 2010 and July 15th 2010. During these dates, the following policy applies: 50% of the full value or "payment" is forfeited for any cancellation of a booking within 90 days of arrival. Full payment is due for cancellations within 30 days of arrival.)

5. Disturbance

Guests are requested to keep television and general noise levels to a minimum after 22h00. The Guesthouse reserves the right to require a guest to check out and leave the premises if he/she continues to cause undue disturbance, annoys other guests or is behaving in an unacceptable manner. No refunds will be made.

6. Valuables

Guests with valuables are requested to store these in the safe provided in the rooms. The Guesthouse does not accept any liability for loss of goods howsoever. Guests are requested to ensure that their rooms are locked at ALL times and that windows are closed when rooms are not in use.

7. Charges and Guest Liabilities

Towels, Soap and Shampoo dispensers: Removal or excessive soiling of hand towels, bath towels, bath sheets or removal of dispensers are charged at R395 each. Bedding: Removal or excessive soiling of any bedding item is charged at R595 each. Hangers: Removal of these is charged at R95 each. Smoking: All rooms are non smoking. In cases where rooms require extra cleaning due to smoking, this will be charged as applicable at a rate determined by the Guesthouse. Damage: Damage to rooms or general areas of the Guesthouse will be charged as applicable and as determined by the Guesthouse. Keys: Lost keys will be charged at R395 a set. Remote Controls: Loss or damage to TV and DSTV remote controls or air-conditioning remote controls will be charged at R495 each. Fixtures and Fittings: Removal or damage to fixtures and fittings in rooms or general areas will be charged as applicable and as determined by the Guesthouse. Any charge incurred will be charged (but not exclusively to) to the credit card details submitted when booking or presented at check in.

8. Loss and Liability

Guests must report any loss of or damage to their property immediately on discovery to the Guesthouse management, and shall make themselves available to assist with any reports made by the Guesthouse to the police. The Guesthouse is not liable for any loss or damage to personal property or injury or death to persons where ever on the property or how so ever caused. The Guesthouse shall not be liable to a guest for any loss or damage to property caused by the misconduct or negligence of another guest, personnel or an Act of God. Guests will be liable for any loss, damage or personal injury they may incur at the Guesthouse.