



Dear Heritage House Guest,

We are delighted that you have chosen Heritage House for your stay.
Please ensure that you familiarise yourself with our standard terms and conditions.

Terms of booking:

- All of our rates are quoted in South African Rand (ZAR) and includes 15% value-added tax (VAT).
- The maximum number of guests allowed to occupy a room is two.
- Our deposit policy requires a 50% deposit to confirm a reservation.
- All accounts are to be settled on arrival or paid in full in advance.
- All rates are subject to change. Confirmed reservations will always be honoured at the confirmed rates. Any changes will be notified to you via email.

Cancellation Policy:

In the unfortunate event of cancellation, the following rules shall apply:

- 100% of the deposit will be deemed as a cancellation fee if booking is cancelled 14 days or less before the date of arrival.
- 20% of the deposit will be retained as a handling fee on all cancellations more than 14 days prior to arrival.
- In the event of a premature departure the full extent of the stay, as originally booked and confirmed, will be charged to your account.

Other terms and conditions:

- Please note that we do not accept any cheques as payment.
- Check-out Time: 10:00am (any late checkouts without consulting with management will result in an additional charge of one day's stay).
- Check-in Time – 14:00pm – 16:00pm (contact management for special arrangement).
- Any damages by you to our rooms or to any property of Heritage House will be charged to your account.
- Any damage to the property or its content should be reported to management immediately upon arrival to avoid being held liable for any such damage.
- In the event that your room tag is lost or damaged a charge of R450 will be added to your bill.
- Our luxurious Charlotte Rhys products are for use during your stay only and not to be taken home (in which case an extra charge will be added to your bill).
- No smoking is permitted in any rooms or the rest of Heritage House.

Safety:

- Please make sure that you lock all doors of the Guest House during the day and especially at night.
- The glass doors on the patio should be locked at all times.
- All guests enter these premises at their own risk.
- All vehicles are parked at own risk.
- The owners or management of Heritage House are not liable or do not accept any responsibility for any loss, theft or damage done to any guest's property.