



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 of Heritage House.

**General terms of booking:**

- All of our rates are quoted in South African Rand (ZAR) and include a 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 of your stay.
- In terms of payment, we accept all major credit cards and EFT payment, but we do not do POS refunds. Unfortunately, we do not accept Amex, Diners Club or other speciality cards.
- Unfortunately, we do not accept cash payments or cheques.
- Unfortunately, we cannot accept same day bookings after 14:00pm of that day.
- Unfortunately, we do not accept same day bookings on Saturdays and Sundays. Please ensure your weekend reservation is made by Friday.
- If EFT is used, the proof of payment for same day bookings must be sent to [info@stbhh.co.za](mailto:info@stbhh.co.za) no later than 14:00pm.
- Please see the separate document for specifications regarding loadshedding.

**Cancellation Policy:**

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

- General cancellations:
  - 100% of the deposit (50% of the booking value) will be deemed as a cancellation fee if booking is cancelled 14 days or less before the date of arrival. (see below for short notice cancellations)
  - 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:**
    - **Cancellation within 72 hours before the booking commencement 100% of booking value will be forfeited;**
    - **Premature departure, interim departure or “ad-hoc” departure, 100% of the booking value, as originally booked and confirmed, will be charged to your account.**
    - **Non-arrival 100% of the booking value, as originally booked and confirmed, will be charged to your account.**

**Check-in arrangements and protocols:**

- Check-in Time:
  - 14:00pm – 17:00pm
  - Please contact management in advance regarding special arrangements for late check-ins.
- Check-in protocols:
  - On arrival management will request that the guest present identification e.g. your ID, driver’s license, or passport to be photocopied or scanned.
  - All guests are required to complete a short information sheet.
  - Please make use of the hand sanitizers provided at the entrances to the building.

**Check-out arrangements and conditions:**

- Check-out Time:
  - Check-out is no later than 10:00am, unless special arrangements have been made with management in advance.
  - Late check-outs without consulting with management will result in an additional charge of one day’s stay.

**Office Hours:**

- Office hours are between 08:00am – 17:00pm.
- In the event of an emergency after 17:00pm, you can contact management on 0827770370.

**Damages and other conditions:**

- Any damages by our guests to our rooms or to any property of Heritage House will be charged to the guest's 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.
- We will do our utmost to minimise disruption and discomfort, but the Guesthouse cannot be held liable if any of the following unfortunate events occur:
  - Fire, flooding, subsidence or any other force majeure event.
  - Unanticipated interruption to electricity, water or sewage from or on the property.
  - Industrial action, civil uprising or criminal activity.
- In the event that your room tag and/or remote (key set) is lost or damaged, a charge of ZAR1,500.00 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 or Vaping** is permitted in any rooms or the rest of Heritage House.
- Parking only allowed in the designated areas indicated by the parking plates on the ground. Failure to park in these specified parking bays could lead to your vehicle being clamped.
- Regretfully, no children under the age of 16.

**Safety:**

- Although we take reasonable steps to provide safety and security, all guests retain the final responsibility for their security and safety. Please make sure you lock all doors of the Guest House, as well as the door to your own unit during the day and especially at night. Place all valuables in the safe provided in your unit.
- All vehicles are parked at own risk.
- In the event of an emergency, guests are to gather at the specified Emergency Assembly Point, in the parking area.

Please do not hesitate to contact us if you have any questions.

We look forward to your stay with us.

Sincere regards,

The Heritage House Team