



Rondebosch 403 Portion 42

Mary-Ann Cell: 076 551 3256



Danielle Cell: 083 700 1678

bookings@rbecottages.co.za

GPS Coordinates: -25.7598538, 29.5164385

**GENERAL TERMS AND CONDITIONS FOR ACCOMMODATION SERVICES PROVIDED BY
RONDEBOCH ECO COTTAGES**

1. Reservations and Payment and Terms

- 1.1. The establishment operates on a self-catering basis and does only provide the following services:
 - Daily Housekeeping
 - Wi-Fi
 - Clean Linen
- 1.2. Reservations will not be confirmed until the booking form and proof of payment is provided to us
- 1.3. Internet transfers or bank deposits are the preferred method of payment. Cash accepted but only if arranged. We also have card facility on site now.
- 1.4. Banking Details for Payments :

CAPITEC

Savings Account

Branch 470010

Account Number 1384803007

Proof of Payment can be send to bookings@rbecottages.co.za

- 1.5. If 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.
- 1.6. Payment of 50% deposit is required to secure bookings. The balance must be paid in full on arrival. Keys will not be handed over if the full amount have not been paid.

2. Parking and Access

- 2.1. Should you need to bring more than one vehicle per unit please do inquire about the availability of parking.
- 2.2. No visitors will be permitted without permission. We accept no responsibility for any loss or damage
- 2.3. Allocated parking is reserved for guests only. Guests may only park on their designated parking.

3. Service Hours

- 3.1. The office is contactable from 08:00 to 17:00 on weekdays and from 10:00 to 12:00 on weekends and public holidays. The caretakers after-hours contact number is 076 551 3256

4. Security & Storage

- 4.1. Although the establishment takes reasonable steps to ensure the safety and security of guests and their possessions guests retain final responsibility for their own safety and security. Keep units locked at all times

5. Smoking

- 5.1. Smoking is permitted on the veranda's and in the gardens/outdoors. Kindly do not smoke in the units.

6. Loss or Damage to Establishment Property

- 6.1. The guest is liable for any loss or damages (excluding wear and tear) to the property of the establishment.

7. General Incapacity

- 7.1. The establishment cannot be held liable if any of the following events or conditions prevents us from fulfilling our obligation to guests. We will take all reasonable steps to minimize disruption and discomfort to guests under these conditions.
 - 7.1.1. Unanticipated interruption to the electricity, water, sewage to, from or on the guest house property.
 - 7.1.2. Industrial action, civil uprising or criminal activity.
 - 7.1.3. Fire, frost, flooding, subsidence or any other force major event.

ACKNOWLEDGED by : _____ (name and surname) on

_____ (DATE) _____ SIGNATURE OF GUEST