

TERMS & CONDITIONS

RATES & BOOKING

Prices stated are quoted in South African Rand for card payment or direct Internet deposits.

- a) Minimum booking of 2-night stay.
- b) Our holiday homes are exclusively let as whole-house rentals.
- c) A breakage deposit is payable for all bookings and is refundable within 7 working days after departure into a valid **cheque/savings account**.
- d) Out-of-season breakage deposit per house amounts to R 5 500.00.
- e) In-season breakage deposit per house amounts to R 6 500.00.
- f) Reservations are considered confirmed on deposit payment being received. Fully signed and completed Booking Form is required on arrival accompanied by the supporting documents.
- g) Should a booking be made four weeks or less prior to the arrival date, the full rental amount, and other costs, shall be payable within 48hours of reservation.
- h) Check-in and check-out times
Check-in from 12:00 to 16:00 (Late check ins will be at an additional fee)
Check-out by 11:00
- i) We offer complimentary daily housekeeping during your stay excluding Sundays and public holidays.

CANCELLATIONS

Any cancellation made by the Guest, for whatever reason, shall first be made telephonically and then confirmed in writing.

On receipt of such notice SPATALLA HOLIDAY HOMES will endeavour to re-let the holiday home for the entire period of the original booking.

- a) Should SPATALLA HOLIDAY HOMES successfully re-let the holiday home, the deposit is refundable.
- b) If SPATALLA HOLIDAY HOMES is unable to re-let the accommodation your deposit will be forfeited.
- c) If booking is cancelled 30 days or less before date of arrival – **100% OF THE FULL RENTAL AMOUNT IS DUE.**

INVENTORY & BREAKAGE DEPOSIT:

- a) Each property has an inventory list which must be checked on arrival.

- b) It will be checked by SPATALLA HOLIDAY HOMES on your departure and any damage or breakages will be deducted at current prices. However, should the cost of damage exceed the deposit held, the matter shall then be between the Guest and the Lessor.
- c) SPATALLA HOLIDAY HOMES reserves the right to charge for any excessive laundry or cleaning that has to be done on the Guests behalf.

INDEMNITY

- a) The owners and management of SPATALLA HOLIDAY HOMES cannot be held responsible for any loss or damage to property or for any possessions of guests.
- b) The owners and management of SPATALLA HOLIDAY HOMES shall not be liable for any injury sustain directly or indirectly in or about the premises arising from any cause whatsoever.

ANIMALS

NO ANIMALS, BIRDS or REPTILES are allowed without prior written permission, no exemptions will be made.

GENERAL

- a) Please keep our business hours in mind, as we do not offer a 24h staff service.
- b) All of the houses are self-catering.
- c) SPATALLA HOLIDAY HOMES reserves all rights to refuse any booking at any stage of the booking procedure.
- d) Each house sleeps 8 people only. No exceptions.
- e) Smoking is not allowed inside of the houses.
- f) Parties/events are allowed.
- g) Quiet hours are between 22:00 and 06:00.