

TERMS & CONDITIONS OF STAY

Right of Admission is reserved. Rates may be subject to change without notice.

Smoking is expressly prohibited within the guest house building and enclosed areas.

We reserve the right to change the suite booked to another suite of equal or better standard.

It is advisable that you take insurance out in the event of a last minute cancellation. A booking with Chartwell Guest House constitutes a contract covered by these terms and conditions and a last minute cancellation will result in the guest becoming liable for the full amount of the accommodation period, unless we are able to re-sell the accommodation.

A 50% deposit is required to secure your booking. Any bookings without a deposit are not confirmed bookings and the accommodation will be re-sold if the payment is not received on the day of invoice. The remaining 50% of the accommodation charge is due on **arrival**.

Payment may be made in cash or by credit or debit card.

Deposits are not refundable in the event of late cancellation or non-arrival.

Check-in is between 14H30 and 21H00 on the day of arrival, except by prior arrangement with the owner. Check-out is between 07H00 and 10H30 on the day of departure, except by prior arrangement with the owner.

PLEASE NOTE: **There will be a surcharge of R100 per hour, or part thereof, for any guest who checks in after 21H00.**

No persons, other than those quoted at the time of booking, are permitted to share the accommodation. In the event of additional guests arriving, they will be charged the applicable sharing rate. Non-resident guests are not permitted in the guest house bedrooms.

The guest house is closed to non-resident guests during busy periods.

No animals are allowed on the guest house property except with the written permission of the owner.

Only one motor vehicle per room is permitted on the guest house property due to limited parking bays being available for resident guests only.

Breakfast is served between 07H00 and 08H30 on weekdays and between 08H00 and 09H30 on weekends and public holidays.

We do not allow guests to do washing or cook food in the bedrooms. The guest house kitchen and laundry are strictly off limits to guests. Barbeque facilities are available by arrangement with the guest house staff.

Once a deposit has been received, it is deemed that the guest and/or booking agent has/have agreed to these terms and conditions. Failure to comply with our terms & conditions will result in your booking been cancelled and your eviction from the premises.

Kindly settle your invoice/s and any extra charges prior to departure. We do not accept an undertaking that your booking agent/employer will pay your charges for you. Failure to settle your invoice and extras in full prior to departure constitutes bilking, theft and/or fraud. Criminal charges will be laid against any guest who departs without paying in full, without exception.