

Standard Terms & Conditions of booking at Hillview Self Catering, Knysna

These conditions are necessary to ensure the well being of our valued Guests and the orderly continuance of the Establishment, Hillview Self-Catering Apartments.

1. Reservations and Payment and Terms

1.1. The establishment operates on a self catering basis and does not provide or arrange other services such as meals, personal laundry, transport, tours, functions, events, parties, baby sitting, and conferences. We will however, on request endeavor to provide details of suppliers that should be able to provide these services directly to the guest.

1.2. The names of the person must be provided when the reservation is made. Persons over the age of 12 years are classified as adults.

1.3. Reservations will not be confirmed until the booking form and proof of payment is provided to us at which time we will send a confirmation form with relevant reservation details to the guest.

1.4. Payment Terms/Cancellations: A 50% deposit is required to secure bookings and non refundable. The balance can then be paid by card or eft on arrival if preferred, except for high peak period bookings which are payable in full 30 days before arrival.

1.5 If cancelled or modified up to 30 days before date of arrival, the deposit made will be non refundable. In case of a no show, 100% of the total price of the reservation will be charged. Quote totals will not be reduced should you be fewer guests than originally specified. Bookings that are being paid off monthly are non refundable unless they are cancelled 3 months in advance in which case the standard cancellation terms will apply.

1.6. Discounted rates will be revised should the duration of stay be decreased or interrupted or payment terms not be adhered to.

1.7. The guest retains personal liability for the bill until the employer, agent, or person that made the reservation on his or her behalf has settled it.

1.8 Rates are subject to change without notice. Quotations are valid for 24 hours unless otherwise specified. Subject to availability upon acceptance. In case of a double booking the payment that reflects in the bank account first will secure the accommodation and the later payment will be refunded in full.

2. Arrival and Departure

2.1. Check in time is between 14:00 and 20:00 unless prior arrangements have been made. No check-in will be made after 22:00. This is necessary to ensure the security, comfort and well being of other guests.

2.2. Check out time is by 10:00 unless prior arrangements have been made. This is to enable the room to be prepared in time for new arrivals. Late check outs may be charged for.

3. Parking and Access

3.1. Should you need to bring more than one vehicle per unit please do inquire about the availability of parking. One remote control and set of keys is provided per unit. Rooms must be locked, windows closed and keys handed in to the owner at the gate prior to departure.

3.2. No visitors will be permitted without permission. We accept no responsibility for any loss or damage.

3.3. Parking under carports is reserved for guests only.

3.4. Guests to provide access to their own delivery services (e.g. take aways) using their gate remote control.

4. Braai/Entertainment Facilities and rules

4.1 Each unit has a private braai. Please do be considerate when it comes to noise levels. No loud music is permitted. No noise/shouting at the swimming pool or carpark before 8am or after 9pm. Do keep the pool gates closed at all times. Kids are allowed into the bunny hutch with adult supervision, please ensure the hutch door is secured properly when leaving.

4.2. No fireworks to be let off on or around the property.

7. Plumbing/Electrics

7.1. Please be considerate when it comes to the use of the plumbing and electrics. Kindly switch of most lights when not in a room and ensure the outside lights for your unit are switched off in the morning.

8. Smoking

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

9. Loss or Damage to Establishment Property

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

10. General Incapacity

10.1. 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.

10.1.1. Unanticipated interruption to the electricity, water, sewage to, from or on the guest house property.

10.1.2. Industrial action, civil uprising or criminal activity.

10.1.3. Fire, frost, flooding, subsidence or any other force major event.

11. Limit to Liability

The maximum liability of the establishment for any event or condition for which a guest may institute a claim is limited to the value of one day's accommodation.

Please do not hesitate to contact us immediately should you observe or experience anything that does not meet your expectations.