



RESERVATIONS TERMS & CONDITIONS

These conditions are necessary to ensure the well being of our valued guests and the orderly continuance of the guest house.

By making a booking, the terms & conditions herein contained are deemed to have read and accepted. The client in whose name the booking is made undertakes liability for all bills incurred by his/hers/ their guests or invitees.

1. Reservations and Payment and Term

- 1.1 **The Vineyard on Ballito's booking terms and conditions apply to all reservations.**
- 1.2 All rates are per person sharing unless otherwise stated. Maximum number of adults that can be accommodated per room is two.
- 1.3 All rates are inclusive of VAT (value added tax).
- 1.4 Reservations are not confirmed until the name, surname, cell phone numbers, payment method and expected time of arrival of guests is provided to the guest house.
- 1.5 Please make payment/deposit and fax through proof of payment to 032 – 946 2616 or email us at info@vineyardonballito.co.za. Please note the name of the guest staying and the arrival date as reference on the deposit slip. All guests wishing to do an international money transfer must take all cost upon themselves.
- 1.6 No bookings will be confirmed unless proof payment, voucher and/or order number has been received. Same day bookings require immediate payment or accommodation voucher or payment from credit card details as supplied by guest.
- 1.7 **All reservations made will be cancelled unless a signed confirmation and proof of payment as noted above is received within 48 hours from the date on this confirmation.**
- 1.8 No notification will be given for cancellation. It is the responsibility of the person making the booking to follow up whether proof of payment and signed confirmation has been received by our reservations department.
- 1.9 All guests must ensure that they have adequate travel insurance – *The Vineyard on Ballito* cannot be held liable for any changes or cancelled travel arrangements made by the guest after a confirmed booking.

All guests who have booked and confirmed are entitled to the full use and enjoyment of the guest house.

However, *The Vineyard on Ballito* is a private property and management reserves the right on who enters the property, should guests wish to invite friends, family or business colleagues we kindly request that it be brought to the attention of management.

2. Cancellation Policy

Guests are respectfully reminded that a confirmed reservation constitutes a binding contract.

The Vineyard on Ballito reserves the right to charge the following cancellation fees. Should a confirmed booking be cancelled within the following period. All guests confirming a booking are advised to take out insurance to cover the full cost of their accommodation in the event of a cancellation.

- 2.1 All bookings will only be confirmed with a 50% non-refundable deposit, should the reservation be cancelled the 50% deposit paid on confirmation is regrettably not refundable.
- 2.2 All Bookings must be confirmed in writing by signing the terms and conditions.
- 2.3 Cancelled 30 days or more prior to arrival: 50% of the full accommodation charge.
- 2.4 Cancelled 30 days or less prior to arrival: 50% of the full accommodation charge.
- 2.5 Cancelled 7 days or less prior to arrival: 100% of the full accommodation charge.
- 2.6 Reservations made within 14 days or less is subject to full payment.
- 2.7 In the event of an in-house guest checking out prior to the guaranteed departure date, the guest house reserves the right to charge for the full duration of the original booking.
- 2.8 Should no notification of cancellation be received by the guest house: The full deposit shall be forfeited, or in the event of a reservation being guaranteed by a travel agent, voucher, credit card or company bill back voucher, the full value of the reservation will be charged?

BOOKING TERMS APPLICABLE TO JUNE AND JULY 2010 – SOCCER WORLD CUP

A deposit is payable to confirm a booking. Your deposit shall be deemed to constitute acceptance and confirmation of the booking and confirms your acceptance of our Terms and Conditions as laid out in this document.

Guests/travel agents/tour operators – Minimum of a five night stay.

All bookings will only be confirmed with a **50% non-refundable deposit.**

Balance of accommodation booking payable in two consecutive payments. 25% of the balance is due before 31st December 2009 – the final 25% is due before the 28th February 2010. All accommodation booked over the Soccer World Cup period need to be paid in full no later than the 1st March 2010.

If the balance due has not been received by the due date, *The Vineyard on Ballito* shall be entitled in its discretion to treat your reservation as cancelled.

Bookings made after the **1st February 2010** must be paid in full to secure booking.

Bookings which are canceled after **1st March 2010**, are subject to a 100% cancellation fee.

Please note that once a reservation has been made any changes (such as a reduction of days or changes of dates) is deemed a cancellation of the original reservation and such the deposit could be forfeited – the deposit maybe applied to the altered booking at our discretion.

3. Arrival and Departure

- 3.1 Check in is between 14h00 and 16h00. Unless prior arrangements have been made. Should an early arrival be required, every effort will be made to assist, but cannot be guaranteed unless the room is reserved and paid for the evening prior. No check-in will be made after 22h00. This is necessary to ensure the security, comfort and well being of other guests.
- 3.2 Check out is between 06h30 and 11h00 unless prior arrangements have been made. No check-out after 12h00. This is to enable the room to be prepared in time for new arrivals.
- 3.3 Parking & Access – Parking is limited to one vehicle per room unless otherwise indicated.

4. Children Policy

- 4.1 Children from the ages of 12 years are welcome and are charged as an adult in there own room.
- 4.2 Where required a baby/child may share a room with there parents and a cot/sleeper couch will be put in the room.
- 4.3 Children under two years of age will be charged a small fee of R100.00 should a baby cot be required.
- 4.4 Children 2 – 8 years of age will be charged R175.00 per child sharing a room with parents on a sleeper couch.
- 4.5 Children 9 – 11 years of age will be charged R275.00 per child sharing a room with parents on a sleeper couch.
- 4.6 Kindly note the following: – our swimming pool is unprotected, we do not have kitchen facilities for the use of guests who require a microwave etc.
- 4.7 Any young adults under the age of 21 years need to be accompanied by there parents.

5. Lunch & Dinner

- 5.1 Lunch, picnic basket or Dinner is all by prior arrangement.
- 5.2 Lunch, picnic basket or Dinner must be booked (or cancelled) at least 12 hours prior to serving.
- 5.3 In the event of a lunch, picnic basket or dinner being cancelled you will be responsible for a 100% cancellation.