



CONDITIONS OF STAY

The following terms and conditions will apply to all bookings. We ask that you take a moment to read them prior to making a booking.

1. DEPOSIT AND BOOKING POLICY

- 1.1. Bookings must be made in advance. Quotation of accommodation will be based on availability as at the date and time of quoting.
- 1.2. A 50% deposit will be charged when booking is made.
- 1.3. Deposit payment is required within 48 hours to secure booking. Unconfirmed bookings will be automatically released.
- 1.4. The remaining balance is required 14 days before arrival.
- 1.5. Any additional extras incurred during your stay must be settled on check-out.

2. PAYMENT METHODS

- 2.1. Payment may be made with a credit card. We accept MasterCard, Diners International, Diners Club & Visa.
- 2.2. Electronic funds transfer can be made, details are on the pro-forma invoice.

3. CANCELLATION POLICY

- 3.1. 29-15 days prior to arrival, 25% of the Accommodation Costs will be charged.
- 3.2. 14- 8 days prior to arrival, 50% of the Accommodation Costs will be charged.
- 3.3. 7 days or less prior to arrival, 100% of the Accommodation Costs will be charged.
- 3.4. Should you not arrive for your booking, your payment will be non refundable as a no - show charge.
- 3.5. Only **written cancellations** will be accepted and acknowledged by the reservations office, at which time the applicable cancellation fee will become payable.
- 3.6. All confirmed bookings will be held until 20h00 on the arrival date, following which time the guest house may re-let the room, unless notified of a late arrival.
- 3.7. The above cancellation terms exclude special promotions and other packages where special purchase conditions may apply.



4. CHANGES TO BOOKINGS

4.1 Changes to any of bookings must be made in writing. No amendments are guaranteed until written confirmation is provided by The Rasmus. Rate variations may apply, depending on the nature of the change.

5. CHECK-IN / CHECK-OUT

5.1. Guests may check in from 14h00.

5.2 Group Reservations (7 Rooms or More) may check in from 16h00. Unless prior arrangements have been made.

5.2. Check out time is from 07h00 - 10h00. Guests are kindly asked to report to the reception on check-out.

6. NO SMOKING POLICY

6.1 All indoor venues and Guest house rooms in the Guest house are non-smoking. Guests wishing to smoke may do so at the cigarette bins or designated smoking areas located throughout the Guest house. The Guest house reserves the right to charge an additional amount for the cleaning of the room and loss of business for 24 hours after the Guest has departed.

7. FOOD AND BEVERAGES

7.1 Mini -bar facilities are available in each room and will be stocked with fresh milk. Please notify the Guest house of any special requirements. A list of prices of mini-bar items, as well as room service will be provided in each room. Any items consumed from the Mini Bar will be payable on departure.

7.2 Only food and beverages (including alcoholic and soft drinks) purchased on the Guest house premises may be consumed at the Guest house. We do not permit you to bring your own liquor to your room

7.3 No food deliveries from external companies such as , Uber Eats or Mr Delivery will be allowed.

8. CHILDREN

8.1 .Guest house rooms accommodate a maximum of 2 adults per room.

8.2. Children under 12 years (at the date of arrival) are accommodated free of charge if sharing a room with at least one full paying adult, subject to a maximum of two children per double room. **Additional cost per child per day for breakfast will apply to children 4 years and older.**

8.3. Children between 12 years and 17 years (on the date of arrival) may be accommodated in a separate room. Management of the Guest house may require proof of age from time to time.