

## ARNELIA HOUSE TERMS & CONDITIONS

Arnelia House | 97 Harpuisbos, Langebaan, Western Cape, South Africa, 7357

### GENERAL TERMS AND CONDITIONS RELATING TO BOOKINGS

Arnelia House provides a service that includes reserving the entire house for a specific date for a customer and providing additional services as confirmed on the invoice. This service is invoiced to the customer. To avoid any confusion, a confirmed booking by voucher, pre-payment or email invoice is considered a binding contract and the guest accepts the terms & conditions as set out below.

### BOOKINGS

A provisional reservation can only be held for 72 hours. Upon receipt of a 25% deposit, your booking will be confirmed. Full payment is due 30 days prior to arrival (including extras). Bookings can only be guaranteed once full payment have been received.

### PAYMENTS

Payment can be made via EFT into our below ABSA Bank account. C De Jongh

ABSA - Cheque Account

Account number: 926 010 2574

Branch code: 632 005

Swift code: ABSAZAJJ

Reference: \***Booking number**\*

Please e-mail proof of payment to [bookings@arneliyahouse.co.za](mailto:bookings@arneliyahouse.co.za) to confirm your reservation.

All account balances and additional extras ordered by you are to be settled prior to arrival.

A cleaning fee of R650.00 & breakage refundable deposit of R2000.00 per stay will be charged.

### EXTRAS

Here is a list of extras that you can pre-book. Please feel free to request other services should they not be mentioned below.

Daily cleaning: R550 per day (this does not include daily linen or washing)

Necessity Basket: R1500.00 per stay | Includes: Fresh Fruit, 1 Loaf of bread, Stork Margarine, 2l Fresh Milk, Nescafe Gold Instant Coffee (200g), Rooibos Tea (20's), Brown Sugar (1kg), 25l Oasis Water, Rooikrans Wood (5x7kg) & Blitz.

Special Occasion Basket: R750.00 per stay | Includes: Fresh Flowers, Sparkling Wine (JC Le Roux) & Ferrero Rocher Chocolates (16 pack)

Chef service: On request

Laundry service: On request

### CANCELLATION & CHANGES

We understand that unforeseen circumstances can sometimes force you to cancel your stay with us. It is important to us that you are aware of our cancellation policy, which is as follows:

#### Refunds

- If you cancel more than one month before your scheduled arrival date, you will receive a full refund of your deposit.

- If you cancel between two weeks and one month before your scheduled arrival date, you will receive a 50% refund of the amount you have paid.

- If you cancel less than two weeks before your scheduled arrival date or fail to show up, you will not receive any refund.

#### Changes

Free changes are permitted three weeks prior to arrival. Should you change your reservation within three weeks of arrival, 75% of the moneys received will be transferred to your future booking.

Refunds & changes to your booking will incur a R500 administration fee to cover bank charges and additional administration costs.

It is your responsibility to ensure timely notification of any cancellations or changes to your booking.

*We hope that this cancellation policy provides you with the clarity and transparency you need to make informed decisions about your stay with us. Please feel free to reach out to us if you have any further questions or concerns.*

## GENERAL INFORMATION

Please note the following important information regarding your accommodation booking:

Smoking is strictly prohibited in all rooms and the rest of the house. Any violation of this rule will result in the cancellation of your booking without a refund.

To ensure a peaceful environment for all guests, noise levels must be kept to a minimum. No noise is allowed after 22:00. Any violation of this rule will result in the cancellation of your booking without a refund.

### CHECK-IN / CHECK-OUT

Check-in time is from 14:00 | Self-service check-in is available

Check-out time is at 10:00 | If rooms are not vacant by 11:00, guests will be charged for an additional day.

### LIABILITY

ALL GUESTS ENTER THESE PREMISES AT OWN RISK. All vehicles are parked at their own risk. The Owners/Management of Arnelia House are not liable or do not accept any responsibility for any lost, stolen or damage done to any guest's property.

Any damage to the property or its content should be reported immediately upon arrival to Owners/ Management. If guests fail to do so, they will be held liable for any damage to the property or content.

### SAFETY

For the safety of all our guests, the following applies:

The gate at the entrances & sliding gate on the side should be closed and locked at all times.

Please make sure you lock all doors (front doors, kitchen, living area & braai room), especially at night.

Unauthorised persons/visitors are not allowed on the premises without the owner's prior consent

Our guest's safety is our top priority and should you not comply with these rules, guests will be expected to settle the FULL account and leave the premises immediately.

If the key(s) or remote(s) are lost or not returned for any reason whatsoever, the guest/company will be held responsible for any security costs incurred as a result of not returning them.

### The Right of Admission Reserved

No persons other than those quoted for, are permitted to share the accommodation. Please avail these terms and conditions to your guests. The person/individual that makes the initial booking will be deemed the responsible person for settling the account and no third party correspondence will be entered into.

### CONSENT CLAUSE DISCLOSURE OF PERSONAL INFORMATION

A. THE CLIENT understands that the personal information given herein is to be used by Arnelia House to assess his / their creditworthiness. THE CLIENT confirms that the information provided by him/it is accurate and complete. THE CLIENT further agrees to update the information supplied, as and when necessary or if requested to do so, to ensure the accuracy of the above information, failing which Arnelia House will not be liable for any inaccuracies. B. Arnelia House has THE CLIENT'S consent at all times to contact and request information from any persons, credit bureaus or businesses, including those mentioned in this form and to obtain any information relevant to THE CLIENT'S credit assessment. C. THE CLIENT agrees that the information given in confidence to Arnelia House by a third party on The Client will be used for the purposes for which that information is given or as provided for by legislation. D. THE CLIENT now warrants that the information given to Arnelia House in terms hereof is both accurate and correct. E. THE CLIENT now consents to and authorizes Arnelia House at all times to furnish personal and credit information concerning THE CLIENT'S dealings with Arnelia House to a credit bureau and any third party seeking a trade reference regarding THE CLIENT in his dealings with Arnelia House.

We hope this information is helpful and we look forward to welcoming you to our accommodation!

Arnelia House Management