

**The Secret Garden accommodation units are R900.00 per unit per night  
LIMITED SELF CATERING ONLY, NO COOKING EQUIPMENT IS SUPPLIED, UNIT  
CHARGED OUT AT BED ONLY RATE. PLEASE ENQUIRE FOR MORE INFO**

Guest names Contact number Email address

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**Please note - One set of guests per unit per weekend**

Booking payment details are strictly confidential and will be destroyed upon check out

Card name :

Card number :

CVV number :

Expiry date :

Visa/Master/Amex

***For office use only***

***Unit number :***

***Check in :***

***Check out :***

***Deposit status :***

***Terms and Conditions***

We look forward to welcoming you. When you make your booking you are entering into an agreement with us. Please read our terms and conditions of booking below. All prices include VAT

***Smoking***

Smoking is NOT permitted , by law, in our accommodation. Please note that offending guests may be asked to leave immediately and may be liable for professional cleaning of any rooms and any outstanding balance of nights booked be forfeited

***Arrival and Departure***

Check in is available from 12.00pm to 4.00pm on the day of arrival. Check-in times outside of those specified must be confirmed with us prior to arrival.

We ask that you please vacate your room by 10.00am on the morning of departure.

***Reservations***

Please note the cancellation policy before committing to a reservation.

Full payment upon booking is required in order to secure a room/unit

In order for us to confirm a reservation, credit/debit card details are required to secure your booking.

No payment is taken from this card unless you ask us to, or in the event of lost / stolen / broken items in the units. The card holder will be notified.

### ***Cancellation by the Guest***

We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do, however, appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases.

Please note that all bookings are non refundable unless we can reallocate your unit

### ***Cancellation by Us***

***We take all bookings in good faith and reserve the right to cancel any booking should a guest or guests be unfit to adhere to our terms & conditions.***

We reserve the right, at its discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (Please note that non compliance of our non smoking policy may constitute termination). No refunds will be made.

### ***Car Parking***

A car park is available for guests' use behind the units. Cars parked here are at owners risk.

No parking in gardens & grass areas

### ***Change of Room***

If a booking is taken out for a specific room and the room reserved is rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to an alternative room.

### ***Damage and Breakages***

Please take care of our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. We do not normally charge for most breakages, but we reserve the right to charge for repair or making good if the damage is significant.

### ***Keys***

Please keep rooms locked when unoccupied. On checking out, please leave keys in the door.

Replacement keys are R 50.00 per key.

### ***Electricity***

Electricity to our small holding is limited, unfortunately we can only run a limited amount of appliances

Water supply is stable from Jojo tanks, and showers run on gas geysers.

In the event of blackouts, we have limited back up generating capacities. **We can't be responsible for possible Eskoms / Municipalities inefficiencies**

Each room has battery lights

### ***Liability***

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

### ***Lost Property***

We are happy to return items that have been left following departure. However, time freight couriers will need to be arranged by yourselves, for collection

### ***Missing Items***

We reserve the right to charge for missing items using your Credit / Debit card. Card holder WILL be notified

### ***Pets***

Pets are not permitted

### ***Prices***

We reserve the right to change our prices at any time. This does not affect bookings already made.

### ***Liability***

Nothing in this agreement serves to exclude or limit our liability for death or personal injury caused by our negligence. Subject to the paragraph above we shall not be liable to you in contract, tort or otherwise arising in connection with this agreement for any economic losses (including, without limitation, loss of revenue, profits, contracts, business or anticipated savings), any loss of goodwill or reputation, any special, indirect or consequential losses or any destruction or loss of data.

If any part of the service is not available to you through no fault on our part or where the failure, suspension or withdrawal of the service is beyond our reasonable control, we shall not be obliged to pay any compensation to you.

You will indemnify us against all and any losses or claims arising from any breach of the agreement by you, and against any claims or legal proceedings arising from your use of the services which are brought or threatened against us by another person.

### ***General***

We reserve the right to amend these terms and conditions at any time.