

Booking Terms and Conditions

1. **Guests:**
 - 1.1. Only the guests named on our [Booking Form](#) may stay in the Apartment.
 - 1.2. Under some circumstances, children under the age of 12 will not be allowed as guests.
 - 1.3. Any change to the number of guests must be notified to us prior to your arrival date.
 - 1.4. Any change to the number of guests intending to stay at the Apartments, must be approved in writing by us.
 - 1.5. Guests may not allow access for visitors before they haven't been signed in with security.
 - 1.6. Should the number of guests exceed the allowable or agreeable number, we may impose a reasonable monetary penalty, which will become immediately payable.

2. **Smoking:**
 - 2.1. Smoking (whether tobacco, marijuana, hookah, pipe or vaping) is not allowed in the Apartment or its balconies or anywhere within the parameters of the Apartment Block.
 - 2.2. Any guests contravening this provision, will be requested to vacate the Apartment with immediate effect and will be held liable for the cleaning or fumigation costs paid by us to remove the smell from the furnishings and Apartment.
 - 2.3. Where the replacement of any goods are needed, it will be affected at the guests' cost.

3. **Apartment:**
 - 3.1. The Apartment may only be used for residential accommodation.
 - 3.2. The Apartment will be used at guests' or visitors' own risk
 - 3.3. No parties, events, or functions are allowed to be held in the Apartment.
 - 3.4. Should the Apartment become unavailable prior to your arrival due to an unforeseen circumstance, we will substitute the Apartment with another similar Apartment or provide you with a full refund if we are unable to do so.
 - 3.5. Additional house rules may be provided upon your arrival.

4. **Arrival and Departure Times:**
 - 4.1. Arrival time is **14H00**, unless prior special arrangements were made.
 - 4.2. Departure time is **10H00**, unless prior special arrangements were made.
 - 4.3. Any departure after 10H00 will be charged at the full nightly rate if no prior special arrangements were made for late departure.
 - 4.4. Guests should please contact us 30 minutes prior to arrival time to ensure that they are welcomed and taken through the need to know procedures of the Apartment.

5. **Postponement of bookings:**
 - 5.1. Any postponements sought to an already confirmed booking, will be allowed provided that:
 - 5.1.1. It is arranged 15 days or more prior to the arrival date; and
 - 5.1.2. Is postponed to a date that falls within 12 months from the expected arrival date; and
 - 5.1.3. The postponement is confirmed in writing by us; and
 - 5.1.4. Will be subject to future availability of the Apartment.
 - 5.2. Any booking may only be postponed once.

6. **Cancellation of bookings and forfeiture of booking fee:**
 - 6.1. Guests will forfeit their full booking fee, should they:
 - 6.1.1. Fail to arrive on the arrival date;
 - 6.1.2. Cancel their booking 7 days or less before the arrival date.
 - 6.2. Guests will forfeit 50% of their booking fee, should they:

- 6.2.1. Cancel their booking 14 days or less before the arrival date.
- 6.3. Guests acknowledge that these forfeiture fees are reasonable and just under the circumstances
- 6.4. Cancellation of bookings will not be permitted due to any inconvenience noted to the Apartment or the Building such as the breakdown of a lift where stairs are available for use.
7. **Security Deposit:**

Under certain circumstances, guests may be required to pay a reasonable security deposit prior to its arrival date, which shall be refunded within 15 days after the guests have vacated the Apartment (less any damages or breakages paid therefrom).
8. **Inventory, Damages and Breakages:**
 - 8.1. Guests will be taken through the inventory of the Apartment upon their arrival.
 - 8.2. Should no damaged or missing items be reported within 2 hours from your arrival at the Apartment, then it will be assumed by us that all items are in a good and workable condition.
 - 8.3. Any damages or breakages found to any items will be for the guests cost.
 - 8.4. Guests agree that they will remain liable for the payment of any damages or breakages or the sustained to any item, furnishings or appliances within the Apartment or the replacement cost thereof.
 - 8.5. Any breakages or damages must be reported to us immediately.
9. **Third Party Services:**

Please note that since we rely on third party service providers to supply various services to the Apartments, we cannot give any guarantees as to the efficiency of these services or that it will not be interrupted or affected due to loadshedding or any other event beyond our control.
10. **Pets:**

No Pets allowed.
11. **Credit Card Transactions:**

Guests acknowledge that they are aware that surcharges or bank fees may be charged on all credit card transactions.
12. **Acknowledgements:**
 - 12.1. I acknowledge and declare that I enter the Apartments and its surrounds and partake in its facilities and activities fully aware of the nature and effect of the acknowledgements, waivers and indemnities hereby given.
 - 12.2. I agree that I (including my minor children, or any persons accompanying me which are mentally incapacitated, if any) will indemnify and hold harmless the operators and proprietors of the Apartments, including without limitation its subsidiary and associated companies, agents, employees, directors, shareholders and any other person connected (whether directly or indirectly) with the operation of the Apartments and agree that they will not be liable or responsible for any losses or damages, costs or expenses, in relation to any damage or loss suffered to any property, or any harm, injury, accidents, death, loss of support, or inconvenience suffered or in respect of any other form of loss or damages or allegation or claim that may arise therefrom including, but not limited to any third party claims.
 - 12.3. I agree that the operators and proprietors of the Apartment will not be liable for any indirect, special, consequential or punitive loss or damage howsoever arising out of any booking.

12.4. I acknowledge that the indemnification above relates to any claim or allegation arising from whatsoever cause arising, or loss or damages suffered and whether arising from any act (negligent or otherwise), commission or omission on the part of those entities and persons to whom the foregoing indemnification applies.

12.5. I warrant that I have full legal capacity to give the acknowledgments above.

12.6. I have read the above and understand that I am bound to the content without limitation.
