



Reservation Terms and Conditions

Accommodation

- Solar lights (12 volt), hot showers (gas), stove/oven and fridge/freezer (gas), additional oil lamps and candles – unfortunately no hairdryers or 220V power sockets in cottages.
- We allow you to make a fires at Rietfontein, as we know it makes your experience more enjoyable.

BUT

- Please be careful and put out your outside fires and do not dump any hot ashes in the bushes because of the continuous threat of bush fires.
- Strictly no more than 5 persons per cottage.
- **Strictly No Day visitors allowed.**
- **Unfortunately no pets allowed.**

Additional Services during your stay (extra charges apply - arranged and payable in advance)

House Cleaning:

Cleaning Kitchen and Bathroom

Washing dishes

Tidying lounge and bedroom

Mopping the floor and patio.

NB: Guests must not be present while cleaning is in progress.

Cost: R150.00

Cleaning outside area:

Clean braai/barbecue area

Clean outdoor furniture

Tidy-up utensils and braai/barbecue tools.

Supply extra wood @ R25.00 per bag if required (additional charge)

NB: Guests must not be present while cleaning is in progress.

Cost: R150.00 (excl. wood)

N.B. Requests for additional services can only be arranged with the manager, who will give the instructions to the applicable staff member/s.

- No cleaning arrangements or negotiations will be allowed other than with the manager at Rietfontein Guest Farm.
- Strictly no interference with the normal staff duties or activities is allowed.

Check in Times

14h00 to 17h00 (Monday to Sunday)

N.B. Please be considerate and respect the check-in times.

Late check-ins could incur additional charges unless by prior arrangement.

Check Out Times

10h00 (Monday to Sunday)

N.B. Please be considerate and respect the check-out times.

Late check-outs could incur additional charges unless by prior arrangement.

Deposit/Cancellation and Non Arrival Policy

No payments are made to third parties for any other services on the client's behalf. If monies are deposited into Rietfontein Guest Farm's account incorrectly, no refund shall occur until cleared by our bank.

Deposit to Confirm Booking

- 100% deposit for 7 days or less.
- 50% deposit for more than 7 days is required with 100% payment due before or on arrival.
- Deposit/full payment to be paid by EFT (banking details below) with Proof of Payment to confirm the booking.

- All Bookings for the Season period, 1 December to 31 March require a 100% deposit with Proof of Payment to confirm the booking.
- **Bookings not confirmed within 48 hours from application will be cancelled and made available for alternative bookings.**

Cancellations

Rietfontein Guest Farm has a strict Cancellation policy.

- If cancelled for whatever reason the client will be liable for payment whether a deposit has been received or not.
- Verbal and email bookings are binding as a confirmation of the booking.
- Companies/Travel agencies operating on a Bill back basis will also be liable to pay cancellation fees if cancelled whether a voucher has been received or not.
- Please make sure you or your clients are aware of our policy before accepting accommodation at Rietfontein Guest Farm.
- Any cancellations forfeit 10% of the total booking quote to cover credit card and banking fees.
- Cancellations more than 30 days prior to visit forfeit 50% of the total booking quote.
- Cancellations between 30 and 15 days prior to the visit forfeit 75% of the total booking quote.
- Cancellations between 14 and 1 days prior to the visit forfeit 100% of the total booking quote.
- For non-arrival/no show/premature departure 100% of total booking quoted is payable.

LIMITATION OF LIABILITY

- Guests agree on behalf of themselves and the members of their parties that neither the establishment, its owners, employees nor agents shall be responsible for any injury or death of any person or the loss or destruction of or damage to any property upon the premises, whether arising from fire, theft or any cause and by whomsoever caused or arising from the negligence (gross or otherwise) or wrongful act of any person in the employment of Rietfontein Guest Farm.
- Any damage caused by guests to property and premises due to bad behaviour or carelessness, or keys lost and replaced for security reasons will be for the guests account.
- Facilities used and entering the premises is at own risk.
- Rietfontein Guest Farm is based in a semi-wilderness area and guests may experience close encounters with fauna such as field mice, spiders, birds, snakes and other small animals and insects. We cannot be held liable for any loss or

injury that may result from such encounters neither can we guarantee that any of these natural residents will not find their way into your cottage.