

# Treetops Lodge - General conditions

## **Disclaimer:**

We accept responsibility for ensuring that the services we deliver to you are of the highest standard possible.

## **Infants:**

Infants (ages 0 to 3) stay for free if you bring a small bed for them.

## **Admin/cleaning fee:**

For a booking of 2 nights or less we charge an admin/cleaning fee of R250.00/unit.

## **Minimum stay:**

In the high season period of December/January we only accept bookings of minimum 7 nights. If you want to stay for a shorter period, please contact us and we'll see what we can do.

## **Deposits:**

### Booking deposit.

If you want to secure your booking, we ask for a 50% booking deposit by EFT.

If the arrival date is less than 14 days away, we require a payment in full.

The booking deposit is non-refundable.

### Key and breakage deposit.

Upon arrival you will be asked to pay a refundable keys and breakage deposit of R500.00/unit in cash. You will get a full refund when you leave and nothing is damaged or missing.

If R500.00/unit does not cover the damaged or missing items, you will be held liable for the balance. If you cannot pay R500.00/unit in cash on arrival, we require the ID from the person responsible for the group till this deposit is paid.

## **Cancellation:**

Nevertheless the booking deposit is non-refundable, if the unit can be rebooked you will be refunded for the rebooked days less a cancellation fee of R300.00/unit. A booking is not transferable.

## **Long term/large groups:**

Contact us by email so we can make you a tailored offer.

## **Client service:**

If you have a complaint or are unhappy with the services provided, please make it known as soon as possible, either to the management or your travel agent. Please provide the fullest details as early as possible. Every effort will be made to arrive at a fair and satisfactory conclusion for the best of all involved.

## **Linen change:**

We provide linen when you book in and change it every 5 to 6 days – if you want the linen to be changed more often, there will be an additional charge applicable.

## **DSTV:**

We do provide Open View but you are welcome to bring your own decoder and DSTV card or arrange one at Martin Electronics in Margate.

## **Parking space:**

We provide parking space for 1 (one) vehicle per unit.

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## **Personal injury and property:**

Treetops Lodge will not be liable for harm to guests caused by criminal acts of others. Treetops Lodge is not liable for any accident or loss that occurs on the premises.

A safe is at the guests' disposal in the rooms and in the manager's office. If you have any valuables kindly make sure you use it.

## **Right to Admission:**

Even if you stay for a long term, you will never become a 'tenant' but always remain a 'guest'. So the PIE act is not applicable for you. By staying at our lodge, you accept that you can be removed by us from the premises if you do not comply, disturb other guests, overstay or don't pay for accommodation in advance, without a court order.

In the event of a group booking, the person making the booking will be held responsible for the group. In the event of breakages or misconduct the person who signs this document will be held liable. The owner has the Right to Admission on the premises and may request a guest to vacate should a valid complaint be lodged. The House Rules must be adhere too. Guests and / or their visitors do not have squatters rights and they will be removed by the security company and / or the police force.

Kind regards,

Treetops Lodge management.