

N&A POLICY

A 50% deposit is required to secure booking if made long in advance and the balance of payment invoiced via EFT before arrival with proof of payment sent through to contact@pretoriaselfcatering.net, or cash can be paid before booking in. We have a swiping facility for credit and debit cards at our reception.

100% deposit is required to secure booking if made day before arrival or cash can be paid before booking in.

We require a R300 key and breakages deposit which is refunded within 2 - 5 days after departure via EFT. Please ensure that you properly complete the GUEST FORM with your banking details.

Any guest, child or adult, that occupies a bed pays full price.

Strictly **NO SMOKING** in Units. Outside areas for smoking only.

Strictly **NO PETS**.

Guests must book out by 10:00 on day of departure

The domestic worker must be allowed access into the unit to service between 10:00 - 16:00

The keys must be kept safely in the possession of the guest from booking-in to booking-out.

Only ONE vehicle is allowed into the premises per unit booked unless prior arrangement.

Only guests booked-in are allowed into the unit. No visitors are allowed use of any of the facilities on the premises, unless with prior arrangement.

NO PERSONS OTHER THAN THOSE QUOTED FOR ARE PERMITTED TO SHARE THE ACCOMMODATION

N&A Guesthouse will not be responsible for any injury or damages sustained by any guest booked-in at the premises, including the use of the swimming pool.

IF THE BOOKING IS CANCELLED LESS THAN 7 DAYS PRIOR TO ARRIVAL, ANY DEPOSIT OR PRE-PAYMENT IS FORFEITED AS FOLLOWS:

BETWEEN 7 - 14 DAYS PRIOR, 75% IS FORFEITED

BETWEEN 14 - 21 DAYS PRIOR, 50% IS FORFEITED

BETWEEN 21 - 28 DAYS PRIOR, 25% IS FORFEITED

PLEASE NOTE THAT SHOULD THE DEPOSIT NOT BE RECEIVED, OR, ALTERNATIVE ARRANGEMENTS MADE, THAT THE BOOKING WILL BE CONSIDERED TO BE CANCELLED

DEPOSITS ARE NOT REFUNDABLE IN THE EVENT OF A CANCELLATION OR 'NON ARRIVAL'