

PERFECT HIDEAWAYS

BOUTIQUE HOTELS AND LODGES

Standard Terms and Conditions

Definitions

Capitalised terms are as defined in the master Booking Form to which these terms and conditions are annexed.

Where terms or conditions, defined in the Booking Form, conflict with clauses in this Annexure A1, the terms or conditions from the Booking Form shall apply.

General

1. This agreement is between Perfect Hideaways and the Guest. Perfect Hideaways is acting as the agent.
2. A 50% non-refundable rental deposit is required along with the fully completed booking form to confirm your booking.
3. The 50% balance of fees (along with damage deposit) is required between 35 – 60 days prior to occupation, depending on which accommodation you book. Please check the booking form – this will show you how many days prior to occupation the 50% balance of fees (along with damage deposit) is due.
4. All payments are to be made in Rand, Euros, Dollars or Pounds as specified on the booking form, free of bank charges.
5. The accommodation may not be occupied by anyone other than the guest and the names of guests (including children) that appear on the Booking Form.
6. Unless otherwise agreed prior to booking, the accommodation may not be used for any purpose other than private accommodation.

Cancellation Policy

7. The non-refundable 50% deposit is payable to confirm your booking. Please refer to specific cancellation policy specific to your booking in the Booking Form.

COVID Specific Cancellation Policy

8. Given the ever-changing situation with COVID please check the specific COVID cancellation policy which will be sent to you with the booking form.

Occupation Times

9. Arrival Time 2:00pm on the arrival date (unless otherwise specified)
10. Departure Time 10:00am on the departure date (unless otherwise specified)
(The residence must be vacated timeously for the cleaners to begin).

Liability

11. Neither the owners of the establishment nor Perfect Hideaways accept any responsibility whatsoever for any loss or damage to persons or property of the guests and the premises are used entirely at the occupant's own risk.

Duration

12. These T&C's are valid for the duration of your booking. They may be changed at any time without notice.

NOTES

Entry Visa and Child Travel Documentation Requirements

There are new requirements for children travelling through South African ports of entry that have been implemented effective from 01 June 2015.

Follow the links below to familiarise yourself with the new South African VISA regulations – this is vital to all foreigners travelling to and from South Africa.

<http://www.home-affairs.gov.za/index.php/immigration-services/apply-for-a-south-african-visa>

<http://www.home-affairs.gov.za/index.php/immigration-services/exempt-countries>

<http://www.home-affairs.gov.za/index.php/immigration-services/>

Travel Insurance

We strongly recommend that our guests take out travel insurance in the unlikely event their accommodation has to be cancelled for reasons out of our control. Rather safe than sorry!

Water Usage

Please note due to the severe drought affecting the Western Cape some Hideaways are affected by the water restrictions which are beyond our control. Level 3 water restrictions, from 1 February 2018, allow 105 litres per person, per day. Many of our properties do have boreholes or water tanks, however we encourage our guests to join our efforts to conserve this precious resource.