



# Nottingham Country House

## CONDITIONS OF OCCUPATION

We would firstly like to extend a warm welcome to all of you! Our main commitment is to ensure that you enjoy your stay with us. To this end please call us should you need anything that would further enhance your stay! To make it a mutually enjoyable time, please read below and take careful note of rules and regulations. By confirming your booking with us you agree to the below - **THANK YOU!**

### BOOKING IN

Our booking in times are 2pm and vacating time is 10am. Any late arrivals will be charged for (after 7pm) as well as anyone who leaves after 10am unless otherwise arranged with management

### REFUNDS

We do not offer refunds on units booked that are vacated early or no shows. Cancellation times vary at certain times of year. Please find out what your specific terms are. We reserve the right to change cancellation policy at any time without notice.

### ACCOUNTS

The bill is strictly payable on or before arrival ! Leaving premises without paying the bill (unless by prior arrangement) is a punishable offense and we will not hesitate to report any bilkers (as per the hotel act of 1965). As per legislation, we are not a registered credit provider and therefore cannot provide credit. All bills are therefore payable on presentation. No matter what arrangements have been made, the guest is ultimately responsible for the bill. We reserve the right to charge interest on unpaid bills. Any interest and collection fees will be payable by the guest/company.

### CANCELLATIONS / NO SHOWS

Cancellations within the specified time may entertain a R300 cancellation fee. No shows are liable for the full amount. During peak season (November to January) as well as school holidays and special events being held in PE (e.g. Iron Man etc), a 4 week (20 working days) cancellation is required. During other times of the year 2 weeks (10 working days) is required.

### ROOMS BOOKED

Should we receive long term bookings/extended stay bookings, we reserved the right to move short term bookings to either another room or another establishment within reasonable distance. Should there be an error in bookings/double bookings, we reserve the right to move you to a another establishment in the area for the same price and standard. Should a family unit be booked and we receive a larger bed unit booking, we reserve the right to move the smaller party to a smaller unit with same bed space.

### SMOKING

In line with our law, we regret that NO smoking is allowed in the suites, however you are more than welcome to smoke outside on your patio. A cleaning fee of R350 will be charged if this rule is ignored.

### WEAPONS

We do not allow weapons on the property. Any guests bringing weapons onto the property will be asked to leave immediately and the police may be called in. The guest will forfeit / still be liable for the account of his booking.

### GUESTS

ONLY guests booked in will be allowed to stay over. A fine of R250 for any un-booked guests will be payable and the extra person will be required to find accommodation elsewhere.

### NOISE

Please keep noise levels to a minimum so that all may enjoy their break. No screaming around the pool. All noise to be kept to a minimum after 10pm and before 7am. Police will be called to remove drunk and disorderly or aggressive persons off the property.

## **POOL**

Children are to be accompanied by an adult **at all times** around the pool (NOT our staff). No running or diving as this may prove hazardous! Please see indemnity

## **TOWELS**

The towels are for your bathroom use only – **DO NOT** use around pool or take to beach.

## **SERVICE**

All rooms are serviced daily between 8am and 5pm. Please co-operate with this arrangement – alternatively let us know if you will not be needing this service. Units are not serviced on Sundays, Christmas day, Day of Goodwill, New Years day or other public holidays. Units are stripped and linen replaced every 4 days. Towels are replaced every 4<sup>th</sup> day. Should you need a change before then, please leave towels in empty bath or shower. Towels that are hung up or on the floor will be presumed to be clean. Clean linen is presented for every new guest.

## **FURNITURE**

The furniture has been arranged for maximum comfort and space utilization. To prevent damage, we stress that furniture must not be moved around unnecessarily.

## **INTERNET**

We have wireless internet for our guests. Please get the password from reception. We do not charge for this service, however should anything large (movies etc – including long sessions of Facebook) be downloaded we reserve the right to charge our guests. We do not allow pornographic material of ANY nature to be viewed or downloaded using our internet. We reserve the right to press charges should any illegal activity be noted on our system/net including illegal websites visited. We will not be held responsible for any virus etc that you may inadvertently download using our internet – guests use it at their own risk. Any malicious use of our internet is strictly prohibited. Sharing our password is also strictly prohibited. We reserve the right to charge our guests should a technician be called out to see to problems on the main computer due to internet usage of guest which has damaged/crashed system or a virus/worm entry due to downloads etc.

## **PROPERTY**

All vehicles and personal property brought onto the property is at the guests own risk. No responsibility will be accepted for any losses or damage of whatever nature occurring to motor vehicles, property and persons. Please do not leave valuables lying around. (See indemnity)

## **CHILDREN**

Please watch out for children when parking/reversing. Children may not climb the boundary walls or front gates and may not disturb other guests by running on their private patios. (See indemnity)

## **DAMAGE/CLEANLINESS**

Any damage will be charged for. Any excessively dirty unit will also be charged for as well as wet mattresses or stained linen.

## **INDEMNITY**

There is an indemnity sign in your room. Please read through carefully.

## **VISITORS**

Day visitors are allowed by arrangement only and are subject to the same rules and regulations. No more than the occupants of the units are allowed e.g. 2 occupants, 2 visitors, 4 occupants, 4 visitors. Visitors may arrive after 12pm and must leave by 10.30pm

## **PETS**

Pets are allowed **only** with prior consent and may **NOT** sleep on beds. All pets to be cleaned up after by **OWNERS - NOT OUR STAFF**. Pets are not to mess in suites or to cause a disturbance. Any mess or damages will be charged for. Dangerous animals are not allowed on the premises.

## **TV**

Our televisions are not to be moved. Please do not fiddle with the station settings. We have the standard SABC channels as well as a hotel bouquet from DSTV. Should there be a problem please call maintenance.

#### **INTERNATIONAL GUESTS**

We regret we have no currency besides ZAR on the premises and we therefore ask that all payments be made either by credit card or by ZAR. We do NOT accept DOLLARS, POUNDS, FRANCS, MARK, EUROS etc. Should a bank transfer be done in any of these currencies, the guest is liable for any charges the bank imposes on us for conversion. This will be included in the final bill.

**We thank you for staying with us and hope it will be an enjoyable one!**

**GAVIN**

**E&OE**