

POLICIES

BOOKINGS

- A 60% deposit for the entire stay is required to confirm a booking and the balance is payable on arrival.
- Extras must be settled on departure.

CANCELLATIONS

- Written instructions are required for all cancellations
- No shows, last minute cancellations or early departures are liable for the total cost of the entire stay.
- 100% of fee if cancellations made within 7 days prior to arrival date.
- 50% of fee if cancellations made within 14 days prior to arrival date.
- 25% of fee if cancellation is made within 21 days before arrival date.
- Please note that with all cancellations an administration fee of R165 will be levied and refunds will be done within 7 days.

CHILD POLICY

- **Baby cot available at R100**
- For children under 6 years a tariff of R100 per child will be charged when sharing (Baby cot available on request).
- Children 6 years and older the full tariff applies.
- Children under supervision of parents at all times.

PAYMENTS

- **We regret that no cheques, American Express or Diners club cards will be accepted.**
Only cash, Master/Visa credit cards or EFT's will be accepted.

LODGE RULES

RECEPTION

- Please ring the bell for attention if the reception is unattended.
- Reception hours 7h00 – 20h00 Monday –Friday.
7h00 – 17h00 Saturday, Sunday and Public holidays.
- Please note that hairdryers, plugs and all office facilities available.

CCTV CAMERAS

- Please note that the premise is under 24/7 CCTV surveillance.
- Any person brought onto the property without prior permission or knowledge of the owners/management will be charged a rate equal to the single rate applicable at the time.
(Onse Khaya will be very strict as this is in the best interest and for the safety of all our guests.)

ARRIVAL

- Check in time is from **14H00** but not later than **20H00**. A late check in charge of R100 will be levied if arrival is after **20H00**.
- Prior arrangement for flights arriving after 20h00 excluded.

DEPARTURE

- Departure time is **10h00**. Please inform reception of any delays in your departure in order to avoid the payment of a late departure fee which is equivalent to an additional days charge.
- Storage of baggage for the day, if required, can be arranged.

KEYS

- On departure, in the event of your room key being lost, a fee of R350 will be charged.

BREAKFAST

- Breakfast available at an additional cost of R70 per person. Please make bookings the day before at reception.
- Breakfast is served in the dining room from 07h00 to 09h00.

DINNER

- Dinner is available. Please inform reception not later than 10h00 the same day if you require dinner, as reservations are essential. Dinner can be served in rooms.

BRAAI FACILITIES

- Please notify reception if you require the use of the braai facilities as this is a communal braai and all guest should have the opportunity to use the facility.
- A charge of R120 is levied for the use of the facilities which include the use of equipment (Wood, Salt, grill, stand, tongs, and casserole) and cleaning afterwards.
- Braai facilities only available till 22h00.

VISITING GUESTS

- Please note that for security reasons no outside guests are allowed on the premises without prior arrangement with management.

DAMAGES

- Damages will be charged according to the list in your room and must be settled on departure.

ROOM CLEANING SERVICES:

- Rooms are cleaned from 10h00. Please use sign in room if no cleaning is required.

DRY CLEANING/LAUNDRY

- A dry cleaning service is available. Please contact reception before 09h00 to arrange for same-day service.
- There are laundry bags as well as laundry lists available at reception. Please give all laundry items in at reception before 09h00 for same-day service. For any urgent laundering, please contact reception.

MAGAZINES / NEWSPAPERS

- The Herald and Burger are available in the lounge. Please do not remove magazines / newspapers from the premises.

MEDICAL ASSISTANCE

- Please dial 083 299 1998 should you require assistance.

PARKING

- Secure parking is available on the grounds. Special parking is provided for larger vehicles on the right hand side as you enter the premises.

RESERVATIONS

- Please contact reception to make restaurant reservations on your behalf, or to arrange tours and excursions, transfers and vehicle hire.

SMOKING AREAS

- Due to legal requirements, we regret that smoking is only permitted to the outside areas of the guest lodge. Please make use of ash pots provided round premises.

SWIMMING POOL/ TOWELS

- Pool towels are available from reception. A refundable deposit of R100 per towel is required.
- The swimming pool is used at own risk and parents must accompany their children at all times.
- Please note that there is no lifeguard on duty.

VALUABLES & FIREARMS

- Please arrange with reception for the safekeeping of all valuables and firearms.

ALCOHOL

- By law only alcohol bought from Onse Khaya Lodging can be consumed on these premises.
- Special requests for specific alcohol can be placed at reception.
- **Please note that Onse Khaya will confiscate all illegal alcohol found on premises and rooms.**

WEBSITE

- Please make an entry on our website. We would like to know if you have enjoyed your stay with us.
www.onsekhaya.co.za

DISCLAIMER

Onse Khaya, its owners, directors, employees, officials, suppliers, agents and/or Representatives shall not be liable for any loss or damage *to guests' or visitors' property, nor for The injury or death of any guests or visitors* whether direct, indirect, special, consequential, or Any other damage or expense of any nature whatsoever, which may be suffered by any guest Or visitor for the use of the premises and or facilities, *whether or not such loss, damage, injury Or death is as a result of the negligence of the owners and/or their representatives. Guests and Their visitors enter and use these premises at their own risk.*