

Somerset Lodge Terms and Conditions

1. Reservations and Payment and Terms

- 1.1. All accommodation operates on a self-catering self-service basis.
- 1.2. The names and relationship of the persons sharing accommodation must be provided when the reservation is made. Persons over the age of 12 years are classified as adults. No children under 10 years of age.
- 1.3. Reservations will not be confirmed until the booking form with proof of payment has been provided and confirmed. The Terms and Conditions of a booking are deemed as being accepted on receipt of deposit.
- 1.4. A booking constitutes a binding contract. All guests confirming a booking are advised to take out insurance to cover the cost of their accommodation in the event of a cancellation. Full payment for any cancelled accommodation that cannot be re-let, including premature curtailment of stay. 100% deposit is required to secure all bookings, including high season which includes various Grahamstown Schools and University events, Sporting events and Arts' Festival to secure booking. Accommodation bookings will automatically be cancelled if the deposit is not received by the due date.
- 1.5. If cancelled or modified up to 60 days before date of arrival, 20% of the total price of the reservation will be charged. If cancelled or modified up to 30 days before date of arrival, 50% of the total price of the reservation will be charged. If cancelled within 7 days, or in case of a no show, 100% of the total price of the reservation will be charged. A handling fee of R500 will be charged on all cancellations. Quote totals will not be reduced should you be fewer guests than originally specified.
- 1.6. Direct electronic payments are the preferred method of payment. We do not have credit card facilities. Cheques not accepted. Cash deposits require a cash deposit fee of R100.
- 1.7. Rates are subject to change without notice. Quotations are valid for 24 hours unless otherwise specified. Subject to availability upon acceptance. In case of a double booking the payment that reflects in the bank account first will secure the accommodation and the later payment will be refunded in full.

2. Breakages, Damages and Deposits

- 2.1. Deposits are required for medium and long term bookings.
- 2.2. Damages and breakages will be charged at replacement rate plus an administration fee.
- 2.3. Deep cleaning and / or dry cleaning fees will be charged should this be necessary plus an administration fee.
- 2.4. Refundable breakage deposits required for medium term bookings (longer than 3 weeks).
- 2.5. A full month's deposit of monthly rental is required for long term bookings (12 months or longer) as well as a refundable breakage deposit.

3. Arrival and Departure

- 3.1. Check in at 14:00 and check out at 10:00 unless prior arrangements have been made.

3.2. Rooms must be locked, appliances and air-conditioner switched off, windows closed and any keys/remotes handed in on departure.

4. Parking and Access

4.1. Secure parking available for one vehicle per apartment in Somerset Lodge parking. No parking on grassed area.

4.2. Motor gate access by mobile phone dialling on remote gate-keeper system, to be set up prior to arrival.

4.3. Keyless access codes for apartments and lobbies for specific bookings will be provided ahead of check-in.

5. Security & Storage

5.1. Reasonable security measures are in place. Guests retain final responsibility for their own safety and security. Keep apartments locked at all times. Guests can double lock apartment from the inside as additional measure.

5.2. External lights activated by movement in parking area. Lobby and common area lights activated after dark.

5.3. Do Not double lock the lobby doors from the inside as this will disable the doors.

5.4. Ensure that motorised gate closes after entry and / or exit.

5.5. Electric fence is activated on palisade fence.

5.6. Hi-Tec Security phone number is 046 636 1660.

6. General rules

6.1. All accommodation is strictly NO SMOKING.

6.2. No loud music, shouting or partying. Please be considerate to other guests and tenants and respect the property.

6.3. No Pets allowed.

6.4. No minors or school going children permitted to stay on the premises unaccompanied their parents / guardians.

7. Water and Electricity

7.1. Grahamstown is experiencing a severe water crisis. Please use water extra sparingly.

7.2. Rainwater tanks are plumbed to the building and pump only operational for 2 hours each in the mornings and evenings.

7.3. Please use electricity sparingly. Do not leave air conditioner or any appliances operating unnecessarily or when out.

8. Plumbing/Electrics

8.1. Please note NO disposal of roller towels, serviettes, wet wipes, cotton wool, ear buds, sanitary ware items, condoms, dental floss etc in the toilet.

8.2. Kindly make use of equipment and appliances with due care and follow instructions.

8.3. Ensure television remotes are kept in place.

8.4. Ensure electric under blankets and appliances are switched off when not in use.

9. Loss or Damage to Establishment Property

- 9.1. The guest is liable for any loss or damages (excluding fair wear and tear) to the property of the establishment. Damage and breakage charges apply plus administration fee.
- 9.2. Do not remove cutlery, crockery, bedding and towels or any removable items whatsoever from the apartment. Kindly ensure that cutlery does not accidentally end up in the dustbin.

10. General Incapacity

The establishment cannot be held liable should any of the following events or conditions occur, as these services rely on municipal supply. We will take all reasonable steps to minimize disruption and discomfort to guests under these conditions:

- 10.1. Unanticipated interruption to the electricity, data and internet services, satellite television services, water supply, sewage to or from or on the property.
- 10.2. Industrial action, civil uprising or criminal activity.
- 10.3. Fire, frost, flooding, subsidence or any other *force majeure* event.

11. Indemnity

Guests attend this establishment at their own risk. The Proprietor and/or agent/s and/or employee/s "The Proprietor" shall not be liable for, and the guest/s hereby waive/s and abandon/s any claims of whatever nature including but not limited to that for theft, injury, loss or damage of whatever nature, against the Proprietor, whether arising from the Proprietor's default, negligence or otherwise.

12. Limit to Liability

The maximum liability of the establishment for any event or condition for which a guest may institute a claim is limited to the value of one day's accommodation.

Please do not hesitate to contact us immediately should anything require our attention.