

Terms and Conditions

All Reservations are Subject to the following Terms and Conditions

- Right of Admission is reserved.
- For reasons of safety and security, and to maintain a tranquil atmosphere for all guests, access to the guesthouse premises is restricted to paying guests only. Under no circumstances, whatsoever, are any visitors allowed to access the premises and/or make use of the facilities and/or amenities.
- Check-in time is from 14:00 and our Reception Area closes at 19:00 every day. Guests, who arrive early, are welcome to leave their luggage with us for safe keeping. We can, however, not guarantee availability of any room before 14:00.
- Please advise in advance (Tel. +27 41 583 2150, Cell. +27 82 805 2111) about either an earlier (before 14:00) or later (after 19:00) arrival time, so that we can arrange accordingly.
- Under no circumstances, whatsoever, will more people be accommodated than the original number of guests, for whom the reservation was made.
- We regret that no persons under the age of 16 years can be accommodated.
- Guests are required to vacate their rooms and depart by no later than at 10:00 on the check-out date. Guests are however, welcome to leave their luggage with us for safe keeping and collection later during the day.
- Breakfast is served daily from 7:00. Last breakfast orders are taken at 08:30. The Breakfast Room closes and is cleared at 9:00.
- Kingfisher GuestHouse is not a self-catering establishment. Cooking is therefore not allowed in any of the guestrooms.
- In accordance with legislative requirements contained in the Immigration Act 13 of 2002, Section 40(1) and Regulation 36, all guests will be required to provide positive Identification when checking in and a copy of the Identification Document will be taken.
- A copy/imprint of the credit card with which prepayment had been done will be made upon check-in. This is an official requirement of both MasterCard and Visa.
- No on-site facilities are available for processing debit card (savings and cheque account) transactions. On-site credit card payments accepted, are MasterCard and Visa.
- Guests attend this establishment at their own risk.
- We have an unfenced swimming pool on the premises, and no lifeguards are on duty. Use of the pool is entirely at guests' own risk.
- We regret that no pets are allowed on the premises.
- Smoking is not allowed in the guest rooms.
- Guests will be held responsible for any damages, breakages, room and safe keys, and for the remote control of the entrance gate. Guests will be held liable for any loss or damage, cost of replacing the keys, locks and/or the remote control and/or pairing new remote controls in the event of loss of a remote control.
- Kingfisher GuestHouse reserves the right to, for operational reasons, swap a specific room booked online, with another room with either exactly the same, or better comforts than the one originally booked online.
- Proceeding with an official reservation, constitutes full acceptance of the applicable booking terms and conditions.

Cancellation Policy

Once an official reservation had been made, you are considered a customer of this establishment and are protected in terms of the Consumer Protection Act (No. 69 of 2008), which came into effect on 1 April 2011.

In accordance with applicable legislation, please take note of the following cancellation, late arrival and early departure policies that apply to all confirmed bookings.

- To qualify for a refund, cancellations and/or amendments to reservations must be made in writing, and must reach Kingfisher GuestHouse no less than 48 hours prior to the arrival date for which the booking had originally been confirmed.
- The full deposit is forfeited if a reservation, or any part thereof, is cancelled within 48 hours of the arrival date, or in case of a no-show.
- No refund will be made for early departures, unless the room can be re-let.
- If more than one night is booked and the guest does not check in on the first night of the reservation and fails to inform us accordingly and in writing 48 hours before the first night of the reservation, the entire reservation is considered cancelled, the full deposit is forfeited, and the room will be released for booking by other prospective guests.
- All refunds are subject to an administration fee equal to the applicable bank charges, applicable commissions paid by Kingfisher GuestHouse in respect of the reservation, PLUS 5% (five percent) of the deposit amount.
- Deposits paid via credit card, can only be refunded to the same card originally used to secure the reservation.
- Refunds are processed in the local currency (South African Rand). Kingfisher GuestHouse cannot be held responsible for currency fluctuations that could occur between the date of paying the deposit and the date of processing a refund.
- Reservations made through third-party booking engines, have to be cancelled and/or amended via the relevant booking engine from which the reservation originated. Kingfisher GuestHouse is not allowed to cancel or amend third-party bookings and has no control over cancellation and administration fees charged by respective third-parties.

Life happens, so please keep us in the loop! The sooner cancellations or changes to reservations are communicated to us, the better our chances of reselling the room, and to refund you in accordance with the conditions set out above.

Indemnity

Guest/s attend this establishment at their own risk. The Proprietor, its agent/s and/or its employees ("the Proprietor") shall not be liable for, and the guest/s 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. The guest/s in addition to the aforesaid, indemnify the Proprietor against any claims which may arise from whatever nature, whether arising from the Proprietor's default, negligence, or otherwise.

As at 27-03-2018