



BOOKING PROCEDURE

- 50% of the full booking amount is required to confirm the reservation.
- 100% of the booking amount is required to confirm the reservation for 1 night only bookings.
- The balance of the full booking amount is due upon or prior to arrival, unless prior arrangements have been made, except for bookings for December / January bookings which will need to be paid by no later than 15th November 2017.
- Rooms are allocated on the day the reservations are made.
- All rooms are strictly non- smoking.
- Smoking in rooms will incur a R1 250 special cleaning fee.
- Unfortunately we cannot accommodate pets.
- By checking-in at Acacia House, it is deemed that the guest has read and accepted these Terms & Conditions.

CANCELLATION POLICY

- Cancellations received 30 days or more prior to arrival will incur no cancellation fee.
- Cancellations received less than 30 days prior to arrival - 100% of the amount paid by will be forfeited.
- Christmas & Easter peak period bookings: Cancellations received 60 days or more prior to arrival will incur no cancellation fee.
- Christmas & Easter peak period bookings: Cancellations received less than 60 days prior to arrival - 100% of the amount paid by will be forfeited.
- The booking will be cancelled in the event of a no show.
- There are no refunds provided for early departures.
- There are no refunds for partial booking stays.

CHECK-IN & CHECK-OUT

- Check-in is from **2pm to 7pm** & Check-out by **10am**.
- Prior arrangement is required for earlier check-out or later check-in.

- All guests are required to provide identification upon check-in, failing which Acacia House reserves the right to deny the guest access.
- Only registered, paying guests are permitted on the premises.
- The guest in whose name the booking is made shall be present upon check-in and throughout the duration of the reservation. The reservation is not transferrable.
- Non-paying guests are not permitted on the premises of Acacia House unless prior arrangements have been made with management.
- While we make every effort to allocate you with the room of your choice, this cannot always be guaranteed.

OTHER TERMS & CONDITIONS OF STAY

- Our office hours are from **7.30am** to **5pm** daily.
- Items or services procured from Acacia House shall be settled in full prior to check-out and / or upon presentation of an invoice.
- A lost or damaged Key Set poses a security risk & requires intervention by specialists. Loss of a Key Set shall incur a replacement fee of R1 000.
- Insurance cover for Guests and their personal effects is not provided by Acacia House. Guests are encouraged to ensure adequate cover is in place for all eventualities prior to their arrival and to take necessary care with personal items and equipment. Electronic wall-mounted safes are provided in each room for this purpose.
- For safety reasons our front foyer door is locked every evening from 9pm. Should you encounter it locked, we ask that you please lock the door again after entering or leaving.
- Please wait for the gate to close before driving off.
- Please consider other guests and keep noise levels to a minimum after 9pm.

INDEMNITY

- In the event of performance being frustrated or delayed by strikes, riots, lock-outs, trade disputes, weather, vis major Acts of God or any other cause not within the control of Acacia House, it is agreed that Acacia House shall not be held liable for any loss or loss of trade or profit as a result of such cause.
- Guest/s attend this establishment at their own risk. The proprietor, its agent/s or employee/s shall not be liable for, and the guest/s hereby waive/s and abandon any claim of whatever nature including but not limited to that of theft, injury, loss or damage of whatever nature against the proprietor's default, negligence or otherwise.
- The guest/s in addition to the aforesaid, hereby indemnify the proprietor against any claims which may arise from whatever nature, whether arising from proprietor's default, negligence or otherwise.

For more details and a list of our facilities and rates, please contact us:

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