



## Terms & Conditions

Thank you for choosing to book with Sneeuberg Nature Reserve self-catering accommodation.

We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

## Self-catering Accommodation

Kliphuis  
Karoo Cottage  
Gordonville Cottage  
The Poplars  
The Langhuis – Graaff Reinet

## Rates

The rates for accommodation will be in accordance with your Booking Confirmation.

## Minimum stay

Our minimum stay is 2 nights, unless otherwise confirmed by management.

## Booking Policy

When making a booking at Sneeuberg Nature Reserve self-catering accommodation, your booking will be secured by the deposit that you pay on reservation which is 50% of your total accommodation and the balance 30 days prior to your arrival date.

## Methods of payment

- Electronic bank transfer
- Credit Card link

## Cancellation Policy

In the event of any reservation being cancelled, the following cancellation fees will be charged:

Cancellation 30 + days prior to arrival:	5% of total accommodation
Cancellation 30 -16 days prior to arrival:	25% of total accommodation
Cancellation 15 -8 days prior to arrival:	50% of total accommodation
Cancellation 7 days or less prior to arrival:	100% of total accommodation.



## Arrival

Your accommodation will be available to you from 14H00 on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we might be busy preparing your accommodation, however please check with us should you require early arrival arrangement.

## Late arrival procedure

Please ensure that you check in after 14H00 and contact us no later than 18H00 to let us know if you will be arriving late. Failure to notify us may result in the unit being re-let or the full cost of the unit being charged.

## Departure

Please be ready to leave the accommodation by 10H00 on the day of departure, unless otherwise arranged.

## Regulatory compliance

The Right of Admission will apply.

## Damages and breakages

We put our property in your care for the duration of your stay and we shall deliver it to you clean and in full working order on arrival, but request you to protect our assets and report any damages.

We kindly request you to respect our property and the use of equipment and utensils. If you need assistance to operate the appliances, please contact the management.

Special care should be taken not to drag heavy items such as suite cases or boxes over the floors. These are high value items and expensive to repair.

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of R250 if you did not report this.



## Liability

The amenities and facilities provided by the Sneeuberg Nature Reserve have been designed with your enjoyment in mind.

However, the owners, management, staff and agents hereby stipulate that they are unable to accept any liability, loss or damage of any nature whatsoever, whether arising from negligence or from any other cause of whatever nature, which is suffered by any person who enters the premises or by the dependents or principals of such person.

Entry and all activities occur absolutely at own risk. The owners, management, staff and agents are released and indemnified against any and all claims of whatever nature.

## Privacy policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

## Complaints

Should you find that appliances or utensils are not working properly or for that matter any other complaints, please report it soonest to the management for rectification immediately as we are on duty 24/7 and would prefer to deal with issues or complaints sooner rather than later.

## Pets

Pets are welcome with the exception of hunting dogs.

## Smoking

This is a non-smoking establishment; it is classed as a public place and it is therefore illegal to smoke inside the unit. We respectfully ask for your cooperation and consideration in this matter at all times. Smoking is allowed outside on the stoop/patios or any open area on the premises.

*A warm welcome awaits you at Sneeuberg Nature Reserve self-catering accommodation and we shall attempt to make your stay a memorable and unforgettable experience.*