



Terms and Conditions & Cancellation Policy

General

Children

UNFORTUNATELY, WE CANNOT ACCOMMODATE CHILDREN.

Check in and Check Out Time

Check in time strictly from 15h00 unless changed by prior arrangement.

Check out: 10h00 No late departures please.

No early Room check-ins or late Room check-outs during high season (1 October – 30 April)

No Smoking

NO SMOKING in the units please.

Keys

All keys to be handed in at RECEPTION ONLY. R500 charged for lost keys and remotes

Damage To Furniture

Guests will be charged the full replacement value of all furniture damaged during their stay.

Quiet Areas

We have “quiet” pools and public areas. Please consider other guests and keep noise at an acceptable level.

Quiet times from 23:30 – 7:00

Block Bookings

Block Bookings must be confirmed with 50% deposit on the full amount.

5% Discount on all rates for a Block Booking.

Block Bookings will forfeit any discounts if one or more rooms are cancelled and the remaining rooms will be charged at the normal going rate.

No split bills for block bookings.

Parties and Events are allowed for block bookings subject to prior arrangement with Management

An Additional After-Hours Cleaning Fee @ R150 per cleaner will be charged for cleaning up after parties.

Payments

Deposits

A deposit of 100% is required for all one-day stays

A deposit of 50% is required for bookings of 2 days and more.

Only reservations with PAID deposits will be considered as CONFIRMED Bookings.

Reservations without paid deposits, might be moved to other rooms in the guesthouse, or cancelled by the guesthouse.

EFT Payments

Use your NAME AND SURNAME and ARRIVAL DATE as reference for your payment.

Email the Proof of Payment to info@mirtehof.co.za

Credit Cards

The Website will send your credit card details to us when you make the reservation.

We do a manual transaction on the credit card for the deposit you must pay to secure and confirm your reservation.

Please ensure that there are sufficient funds in the account before you make the reservation.

If the card is declined, we will notify you and mark the reservation as a "provisional reservation".

This will give you 48 hours to make an EFT payment or send us alternative credit card details.

If we do not receive alternative credit card details or an EFT payment, the "Provisional Reservation" will expire automatically and the reservation will be cancelled.

Virtual Credit Cards And Other Payment Methods

Certain websites work with virtual credit cards. Virtual credit cards will be processed upon arrival.

PAYPAL can be used. Please follow the instructions according to the PAYPAL guidelines.

Website Payments are used by certain websites who take the deposit or full amount through the website. Please follow their guidelines for payment.

Rates and Taxes

All prices are subject to change without notice. Bookings already made prior to price changes will remain the same.

All rates are quoted in South African Rand.

No other cash currency than South African Rand will be accepted for payment

Prices include all levies.

Balance Payment

Please PAY before you STAY and settle your account prior to arrival – not departure.

Please note that we do not offer credit facilities and the full account must be settled prior to arrival.

Refunds/Charge Backs

No refunds/chargebacks will be given if requests and/or complaints were not immediately referred to or brought under the attention of the Manager

Cancellation Policy

Cancellation policy as follows:

- . Less than 7 days,forfeit 100% of the deposit
- . From 8 to 14 days, forfeit 75% of the deposit
- . From 15 to 21 days,forfeit 50% of the deposit
- . From 22 to 28 days, forfeit 25% of the deposit

Pet Policy

Due to the presence of a variety of farm animals, we regrettably cannot accommodate pets at Mirtehof Guest Farm Estate.