

Booking Terms and Conditions

Thank you for choosing to stay with us at Westhill Guesthouse
(registered company: Westhill Guesthouse (Pty) Ltd.).

We are delighted to welcome you to our guesthouse.

Please read the following Booking Terms and Conditions carefully. They contain important information regarding your stay with us.

By completing the booking, the guest confirms that they have read, understood and accepted these Booking Terms and Conditions.

The lead guest must be at least 18 years of age and is responsible for all accompanying persons.

To the extent permitted by law and unless caused by intentional misconduct or gross negligence on the part of Westhill Guesthouse, Westhill Guesthouse shall not be liable for any damage, accidents or injuries arising from the failure to comply with these provisions.

Notice regarding gender-neutral language:

Any personal designations used in these Terms and Conditions apply equally to all genders and gender identities. The chosen form of language is used solely for the purpose of improved readability and does not imply any form of discrimination or preference.

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Booking Terms and Conditions

Bookings

A booking made through our website shall only become valid upon receipt of the required deposit of 50% of the total booking amount. Upon receipt of the deposit, you will receive a written booking confirmation by email.

If the booking is made within 7 days prior to arrival, the full amount is payable immediately at the time of booking.

The maximum occupancy per room is two adults and one baby/infant.

Babies / Children & Safety

Babies and infants up to and including the age of 2 stay free of charge.

A baby cot/crib can be provided free of charge upon prior request. The rooms feature a balcony. Therefore, babies and infants must not be left alone in a room or remain there unsupervised.

Children and young persons aged 14 years and older are warmly welcome.

Our guesthouse features a swimming pool with direct access from the breakfast area. Children must not use these areas without supervision. Any available safety devices (safety gates) must be used.

Parents or legal guardians are responsible for the supervision of children at all times.

Room Changes

If a specific room has been booked and becomes unusable due to circumstances beyond our control, we reserve the right to transfer the booking to an alternative room.

Prices

Depending on the board option booked, the room rate includes breakfast for the number of guests confirmed in the booking.

The quoted price is based on the confirmed number of guests, nights and travel dates.

Any changes may result in a corresponding adjustment of the price.

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Unless expressly stated otherwise, the prices do not include any additional costs that may arise during the stay. Additional services, special requests, extra meals, beverages and external services will be charged separately.

Until VAT registration has been completed, all prices are exclusive of Value Added Tax (VAT). Following VAT registration, all prices will be quoted inclusive of the applicable statutory VAT.

Payment and Cancellation Terms

Payments

Payments may be made by credit card or debit card. Any bank charges or payment processing fees incurred shall be borne by the guest.

Cash payments are not accepted.

Deposit

A deposit of 50% of the total booking amount is due upon confirmation of the booking.

Final Payment

The remaining balance is due 7 days prior to arrival. You will receive an email containing a payment link.

Non-Payment

If payment is not received by the due date, the booking shall be deemed cancelled. Any deposit already paid shall be forfeited.

Cancellation and Amendments by the Guest

Changes to an existing booking are subject to an administration fee of R250.00.

- For cancellations within 7 days prior to arrival, 100% of the total booking amount will be retained.
- For cancellations within 14 days prior to arrival, 100% of the deposit will be retained.
- For cancellations within 21 days prior to arrival, 50% of the deposit will be retained.
- For cancellations within 30 days prior to arrival, 25% of the deposit will be retained.

Any balance payment already received will be refunded. We reserve the right not to refund any card transaction fees (processing charges) in the event of cancellations or in any other case where amounts must be refunded to a credit card.

Re-Letting of the Room

If the room can be re-let, the amount already paid will be refunded less the deposit.

Travel Insurance & Outstanding Claims

We strongly recommend that guests obtain travel insurance to cover unforeseen expenses. Any outstanding claims may be pursued by legal means.

Arrival / Departure

Check-in

Check-in is available between 3:00 p.m. and 6:00 p.m.

Luggage Storage Prior to Check-in

Guests may leave their luggage with us free of charge prior to the official check-in time, subject to prior telephone arrangement.

This is dependent upon our presence at the guesthouse and is generally possible during the morning.

Acceptance of luggage without prior arrangement cannot be guaranteed.

We expressly exclude all liability for the loss of or damage to luggage left in our care for storage.

Late Arrival

Please notify us no later than 5:00 p.m. if you expect to arrive after 6:00 p.m.

If no such notification is received, we reserve the right to re-let the room or charge the full accommodation fee.

Check-out is by 10:30 a.m., unless otherwise agreed. Subject to availability, we may offer a late check-out.

Any additional services will be charged upon departure.

Unavailability of the Accommodation

If the accommodation cannot be provided for reasons beyond our control, we will endeavour to arrange equivalent alternative accommodation. If this is not possible or is not accepted by the guest, all payments already made will be refunded in full.

No further claims for reimbursement or compensation shall arise.

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Force Majeure & Local Conditions

Westhill Guesthouse shall not be liable for any restrictions or interruptions of services resulting from force majeure or local conditions.

These include, but are not limited to:

- Power outages (load shedding)
- Water shortages or interruptions to the water supply
- Natural events
- Government orders or directives
- Pandemics or comparable events

The guest acknowledges that temporary interruptions or limitations affecting electricity, water supply, internet access or technical facilities may occur in South Africa.

Such circumstances shall not constitute a defect of the accommodation and shall not give rise to any claim for a price reduction or damages.

House Rules & Conduct

All guests are required to behave respectfully towards:

- Other guests
- Staff
- Property

Parties, loud music, excessive alcohol consumption or disruptive behaviour are not permitted.



Smoking is strictly prohibited throughout the house, in all rooms and anywhere on the property. Any breach of the smoking prohibition will result in an additional cleaning and restoration fee of R2,000.

In the event of serious breaches of these Terms and Conditions, we reserve the right to require guests to leave the property without any refund of the accommodation charges.

Between 10:00 p.m. and 7:00 a.m., televisions and music must be kept at a low volume, and quiet hours shall be observed.

Pool Area & Swimming Pool Rules

Use & Supervision

- The swimming pool and pool area are generally open from 8:00 a.m. until sunset.
- Due to maintenance, cleaning or other circumstances, access to the pool area may be restricted or extended. Please observe the notices displayed on site.
- Use of the swimming pool is entirely at your own risk.
- Children and non-swimmers may only use the pool when accompanied and supervised by an adult.
- In the event of thunderstorms or lightning, the pool area must be vacated immediately.

Conduct in the Pool Area

- Please conduct yourself in a manner that allows other guests to relax and enjoy the facilities. Fun is welcome, but please refrain from excessive noise, rough play or jumping.
- For hygiene reasons, we kindly ask that you use the shower before entering the pool.
- Please do not apply sunscreen immediately before swimming in order to help keep the pool water clean.

Safety & Order

- Glass bottles, drinking glasses and other breakable items are not permitted anywhere in the pool area, garden or on the terrace.
- The consumption of food is not permitted in the pool area.
- Guests are liable for any contamination or damage they cause; in the case of minors, liability rests with their parents or legal guardians.
- Please take care of your personal belongings. We accept no liability for loss or theft.

External Visitors

Access to the guesthouse is reserved exclusively for registered guests.

External visitors are permitted only upon prior registration and with the express approval of Westhill Guesthouse.

We reserve the right to charge an additional fee for external visitors.

Laundry & Ironing Service

We are pleased to provide a laundry and ironing service for an additional charge. Please speak to us for further details.

Assistive Dogs & Pets

Assistive dogs are welcome by prior arrangement. Please let us know before your arrival so that we can prepare for your stay as comfortably as possible.

A supplementary cleaning fee of R 450 per stay applies for guests travelling with an assistive dog.

Guests are responsible for any damage or exceptional additional cleaning required as a result of their assistive dog.

To ensure a comfortable environment for all guests, we are unfortunately unable to accommodate any other pets.

Cookie - Your Four-Legged Host

Your stay is booked with the understanding that a dog lives on the property. If you prefer not to have any contact with Cookie, please inform us in advance.



Cookie, our female dog, lives with us in the house and is part of everyday life at Westhill Guesthouse.

Cookie is friendly towards people but may occasionally need a short moment to become familiar with new guests. If approached calmly and kindly, she will usually become comfortable quickly and happily interact with people. She may occasionally bark when someone arrives.

Please note:

- Cookie is not permitted inside the guesthouse, breakfast room or kitchen.
- Please do not feed her.
- Please do not open the gate for her. Cookie must not leave the property.
- Please do not enter our private area without invitation, as Cookie guards this area.

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Damage & Loss

We kindly ask all guests to treat the furnishings and facilities with due care. Should any item nevertheless become damaged or lost, the following provisions shall apply:

Guests shall be liable for any damage or loss caused by themselves or by persons accompanying them.

Minor accidents are generally not charged. However, in the event of more significant damage, we reserve the right to charge the guest's credit card retrospectively.

Failure to report damage may result in higher charges.

We reserve the right to charge the guest for any items missing from the room or the guesthouse.

Westhill Guesthouse accepts no liability for the loss or theft of personal belongings.

Keys

Guests will be provided with a key allowing 24-hour access to the guesthouse.

The guesthouse forms part of a secure master key system designed to protect all guests, the hosts and the valuables located on the property.

In the event of the loss of a key, it may be necessary, for security reasons, to replace individual locks or the entire locking system in order to prevent unauthorised access to the property or buildings.

Any actual costs incurred as a result shall be charged to the guest.

Lost Property

Upon request, we will be pleased to return lost property to you. An administration fee of R300 will be charged, in addition to packaging and shipping costs.

Any customs duties or import charges incurred shall be borne by the guest.

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Security

The property is monitored by CCTV surveillance. This video surveillance system is operated to prevent and record unauthorised access, theft and other incidents.

Please take care of your own safety and that of other guests.

Please secure your personal belongings and ensure that doors and windows are properly locked.

We accept no liability for vehicles or valuables.

Parking

Parking is available within the secured property and is monitored by CCTV.

Vehicles are parked entirely at the owner's risk.

No liability is accepted for vehicles or valuables.

Liability

Guests are requested to keep their personal valuables secure at all times. Each room is equipped with a safe for the secure storage of valuables.

We accept no liability for the loss, theft or damage of personal property unless such loss or damage has been demonstrably caused by intentional misconduct or gross negligence on the part of Westhill Guesthouse or its employees.

No liability is accepted for parked vehicles, bicycles or sporting equipment.

Statutory liability for personal injury remains unaffected.

Recommendations of Third-Party Providers

Recommendations regarding activities or service providers are made solely as a courtesy and without any assumption of liability.

Any contracts are concluded exclusively between the guest and the respective third-party provider.

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Complaints

Should any issues arise during your stay, we kindly ask that you notify us immediately on site so that we have the opportunity to remedy the matter.

Complaints can only be considered if the issue was reported during the stay and a reasonable opportunity to rectify the matter was provided.

Data Protection

Personal data is used exclusively for the processing of the booking and will not be disclosed to third parties unless required by law.

Wi-Fi Usage

Complimentary Wi-Fi is available to our guests free of charge, 24 hours a day.

Access details will be provided upon arrival.

Please note the following:

- By using the Wi-Fi service, you agree to these terms of use.
 - We endeavour to provide a stable internet connection but accept no liability for interruptions, data loss or any resulting damages.
 - The Wi-Fi service may only be used for lawful purposes (including, but not limited to, no hacking, file sharing, spam or similar activities).
 - A Fair Use Policy applies. In the event of excessive usage, we reserve the right to limit bandwidth.
 - Any breach of these rules may result in the temporary or permanent suspension of Wi-Fi access.
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Language & Interpretation

In the event of discrepancies between different language versions, the English version of these Booking Terms and Conditions shall prevail.

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Jurisdiction

These Terms and Conditions shall be governed by the laws of the Republic of South Africa. The place of jurisdiction shall be South Africa.

Amendments to the Booking Terms and Conditions

We reserve the right to amend these Booking Terms and Conditions at any time, including without prior notice.

Severability

Should any provision of these Terms and Conditions be held to be invalid or unenforceable, the validity and enforceability of the remaining provisions shall remain unaffected.