

Terms and Conditions

The small print...

- Accommodation prices apply at the time of booking.
- 50% deposit due within 24 hours to secure the booking, balance due on arrival.
- Please note, we do not accept any cheques as payment.
- All accounts to be settled on arrival.
- Breakfast is served from 8:00 to 9:45am
- Check-in time – 1:00pm to 06:00pm, (Late check in must be pre arranged or a penalty of R350.00 will be charged)
- Check-out time – 10:00am
- If rooms are not vacant by check-out time, guests will be charged for an additional day.
- All rooms of staying guests, should be vacant by 10am for cleaning purposes.
- Cleaning of rooms generally take place between the hours of 10:00am and 4:00pm
- If you require a early breakfast or you need to leave earlier than 7:00 am , Please pre arrange this with manager or staff.
- If you need to leave earlier, please arrange with manager so that your vehicle can be easily accessible to you in the morning.
- No cooking, open flames or smoking at all in the main house.
- No open flames, smoking in self catering apartment.
- No smoking is permitted in any rooms or the rest of the house.
- Smoking is permitted outside, away from doorways and windows. be tidy.
- Kitchen is closed to guests, breakfast is served in the dining area from 8:00 to 9:45am
- Out of respect for neighbours and municipal laws, noise levels should be kept to a minimum at all times.
- Maximum occupancy (6 sleeper) must be adhered to and include children of all ages.
- Do not leave air cons, lights or water running unnecessary. Air cons have a running time limit of 3 hours. Failure to comply will result in a minimum penalty fee of R1000 and or having to settle amount in full before immediately leaving our premissis.
- All guest ironing can only be done at the appointed ironing area. Ask staff for assistance.

Staff start their work day at 7:00am

- Excessive dirt, dirty towels, dirty bath mats, dirty pillow cases will all be charged for and a minimum penalty of R350.00 applied. **Please use your own hair nets or towels etc to protect our pillow cases and bedding from hair products. Please do not use our towels or mats to wipe up spills, shine shoes etc!!!!**
- NB: Accounts in arrears of 30 days or more, will be charged a R350 admin fee per month.

Liability:

- **ALL GUESTS ENTER THESE PREMISIS AT OWN RISK.**
- All vehicles parked at own risk.
- The Owners/Management of KZN Park View Guest House are not liable or do not accept any responsibility for any lost, stolen or damage done to anyone, guest or ones property / belongings.
- Any damage to the property or its content should be reported immediately upon arrival to Owners/ Management. Failing to do so, guests will be held liable for any damage to the property or content.
- Please leave our place in the same state as which you found it.
- No littering in or around the property.
- Very dirty rooms, bedding (PILOW CASES), BATHROOM MATS, towels etc will be charged an additional penalty fee, minimum of R350.00
- Missing items will also be charged for and or a penalty of R350.00

Safety:

For the safety of all our guests, the following applies:

- The main gate (parking entrance) should be fully closed at all times.
- Please do not block the parking entrance with any vehicle at any time.
- Be sure to close your vehicle windows and lock your vehicle at all times, night especially.
- Do not leave your valuables in your vehicle especially not on the seats.
- Please make sure you close / lock all doors of the Guest House during the day and especially at night.
- Beware of monkeys that will take your belongings if they gain access or are able to.
- Unauthorised persons/visitors are not allowed on the premises.
- Only guests whose names appear on the invoice will be permitted on the Guest House premises. Any unauthorised persons that was not originally booked and paid for will be fined at a premium rate of R800.00 per person
- We are not a party venue, we do not allow loud music, parties and excessive noise.
- Our guests safety is our top priority and should you not comply with these rules, guests will be expected to settle the FULL account and leave the premises immediately.

Breakfast:

. All room bookings include breakfast from 8:00 to 9:45

Self catering apartment does not include breakfast unless prearranged and paid for

Self catering:

- Self Catering apartment does not include breakfast unless prearranged and paid for
- Please leave apartment in the same state as which you found it.
- Excessive mess, dirt, dirty towels, dirty bedding etc will incur a penalty of no less than R350.00 (or more, depending of nature of dirt or mess)

Braai facilities:

- Braai facilities are only available for **PAYING** guests booked in at KZN Park View Guest House.

No braai wood, charcoal etc will be provided but can be purchased at our premises

- No noise after 9:00pm.
- Noise levels are expected to be kept to a minimum and will be closely monitored by Owners/Management.
- Keep the area clean and tidy.
- Should any problems occur, guests will be expected to settle the FULL account and leave the premises immediately.

Toilets and Bathrooms:

- No cigarette buds, cotton buds, tampons, sanitary pads or any other material, other than toilet paper, may be flushed down the toilet. Charges will occur for any blockage.
- Do not use guest house towels or mats to clean your shoes, dirt, mess etc. dirty towels will be charged a minimum penalty of R350.00

Payments:

- We accept Visa and Master card.
- We accept cash
- We accept EFT payments on condition we receive the payment in our account within 24 hours.
- We will only issue a invoice for money already received in our accounts or cash payments.

Insurance

- We strongly recommend that all clients be insured against possible cancellation, medical expenses, personal accident, loss or theft of personal belongings etc.
- Guard your belongings against monkeys, do not leave room windows open and unattended.

FROM OUR GUESTS:

The owners are really welcome! Any problem would be solved in moment. Breakfast is regular. Rooms and bathrooms are clear. Credit cards are acceptable without any problem.

Nicolay

Rusia.....

The bed was very comfortable. Beautiful and clean place! Also very quiet. Bathroom (room no. 6) deserves 5 stars. Beautifully designed and clean!!! The aircon in the rooms works perfectly.

Tebogo.....

Beautiful and comfortable place, staff is amazing and the owner. Very clean rooms and very nice breakfast.

Nonku.....

Excellent

I liked everything, best staff team, best smiles and their faces, they are just friendly and the place is so cool.

Swaziland.....

Exceptional

Quite neighbourhood.

Mohammed.....

POLICIES



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