

# SEA OTTERS LODGE: TERMS & CONDITIONS

The consumer protection act require from us to provide all prospective guests with our policies, terms and conditions – All the policies, terms and conditions below are deemed as read and accepted on booking confirmation.

## **WE WORK ON A 1<sup>ST</sup> PAY 1<sup>ST</sup> SERVE BASIS**

It is advisable to pay the deposit due at your earliest convenience to confirm your booking, to avoid disappointment of the room(s) being booked by someone else - We regret no accommodation booking will be secured unless we have received the minimum deposit payment due: Please forward the proof of payment to us in order to speed up the booking confirmation process

## **ACCOMMODATION SWAP MEMBERS**

Regretfully no swaps will be accommodated during any Peak Season Period  
We do not accept Accommodation Swap Credits for any meals: Optional extra **SQ**  
Please note: No free breakfast served to Accommodation Swap Members: Optional extra: **SQ**  
1 x Accommodation Swap Credit will be levied for a late check in **and/or** a late room departure

## **PEAK SEASON BOOKINGS / PERIODS POLICY**

**Summer School Holidays:** Minimum stay required from **15 December – 10 January** is 3 consecutive nights

Minimum stay required during **SA Rugby in Port Elizabeth** is 2 consecutive nights

Minimum stay required during **Easter Weekend** is 2 consecutive nights

**During Easter Weekend, SA International Rugby Matches in Port Elizabeth and from 15 December – 10 January:** A room is booked at the minimum applicable rate from 2 persons sharing per night; regretfully no single rates available during any of these periods

## **GENERAL POLICY**

Right of admission stay reserved at all times

Maximum 2 adults will be allowed to share a room

Rooms are booked per person per night; therefore only persons quoted and paid for may share the accommodation booked

Bookings 31 days or less before date of initial arrival **and/or** 1 night only bookings are payable in full (100%) to confirm/secure the booking, unless otherwise noted

Minimum 50% non-refundable deposit secures a booking, unless otherwise noted

## **CONFIRMED BOOKINGS**

The balance (if any) is payable at least 21 days prior to day of initial arrival, unless otherwise noted

An invoice will be send, requesting payment of the outstanding balance, should we not receive the balance payment on request thereof, we reserve the right, at our sole discretion, to cancel the booking and make the room(s) available to other booking requests, please note that the guest will not be entitled to any refund should we cancel the booking due to non-payment of the balance

## **ARRIVAL / CHECK IN**

From 2 – 7:30 pm

Check in close 8 pm

It is advisable to check in before 8 pm at your earliest convenience as there is no staff on duty from 8 pm

## **LATE CHECK IN**

By prior arrangement only and the guest will be liable to a late check in fee of R 250 payable for a late arrival/check in from 8 - 9 pm

No late check in will be allowed after 9 pm

## **EARLY CHECK IN**

Subject to no other guests checking out of the room booked, on the same day and prior arrangement has been made and confirmed

Early check in will only be allowed from 11:30 am and only if the room is clean and ready for occupation

## **ROOM DEPARTURE / CHECK OUT**

10 am

## **LATE ROOM DEPARTURE FEE**

Guest will be liable for a late room departure fee of R 250 payable per room for a late room departure between 10:30 – 11 am

No late room departures will be allowed after 11 am

## **BREAKFAST SERVED TO OVERNIGHT GUESTS: UNLESS OTHERWISE NOTED**

We serve a choice of cereals **and** a choice of Standard, Halaal, Vegetarian breakfast **or** No Pork & Beef

## **BREAKFAST SEATING TIMES**

*Seating available Saturdays, Sundays, Public Holidays and from 15 December to 10 January: From 8 – 10 am*

*Seating available Monday – Friday: From 7 – 9 am*

Breakfast will only be prepared and served after the earliest seating time available

**Take-away breakfast** available by prior request only, should breakfast be required before the earliest seating time available: Order at least 2 days in advance

## **ANIMAL / PET POLICY**

Regretfully we do not allow any animals/pets inside the Guest House and/or bedrooms

## **CHILD POLICY**

Children U/3 stays for free, a sleeping cot will be made available in the same room

Children staying in their own room: Full rate applicable to the room apply

1 x Child U/13 sharing with 2 x adults/others from R 295 per night

Child will sleep on a single sleeper couch in the same room

Maximum 1 x single sleeper couch allowed per room booked

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## **SINGLE SLEEPER COUCH (IF APPLICABLE)**

Only available when booked

Recommended for a child U/13 only

Any person 13 years of age and older making use of this facility does so entirely at their own risk

## **CREDIT CARD POLICY**

We do not accept or do any third party payments

We do accept credit cards at the premises **and/or** for online bookings via Nightsbridge

**Online Bookings:** The credit card used must be presented on check-in, in order for us to take an imprint of the card as per the financial institutions instructions  
Should the credit card not be present on check in, the guest will be liable for full payment of the original booking made and only then shall we refund the credit card that was initially used to make the booking

## **VOUCHER BOOKINGS POLICY: VIA TRAVEL- / BOOKING AGENTS**

Vouchers are irrevocable

We do not offer accounts

We do not send statements

Payment strictly on receipt of invoice

Invoices not paid within 5 business days, of receipt thereof, will be reported for billing

## **OVERPAYMENT / EXCESS PAYMENT POLICY**

Should a guest make an overpayment into our account, pay more than the required full booking value; the guest will only be refunded the balance once the payment has cleared into our account and is readily available for withdrawal

## **CHEQUE PAYMENT POLICY**

Regrettably we do not accept cheque payments

Should a guest make a cheque payment deposit into our account, the booking will only be confirmed once the cheque has cleared into our account, ± 14 days

Should the guest arrive before the cheque has cleared into our account, the guest will be liable to pay the full booking value on arrival and only after the cheque has cleared into our account we shall reimburse the guest any overpaid balance

## **SMOKING POLICY**

We regret that no smoking is allowed inside the Guest House and bedrooms

Smokers are more than welcome to smoke in the outside areas of the Guest House at least 5 meters away from any door opening

Should a guest not abide by these above terms the guest will unfortunately be held liable to an R 500 room refreshing fee payable for additional cleaning and freshening of the room

## **VISITORS OF GUESTS POLICY**

We allow visitors onto the property by prior arrangement and confirmation only

Visitors are not allowed in the bedrooms and/or to sleep over, should guests and/or their visitors not abide by this term the guest will be charged / invoiced for the additional guest(s) in the room from date of initial arrival until date of departure

We reserve the right at our sole discretion to set a maximum number of visitors allowed per visit

Visitors are not allowed to make use of any onsite braai facilities and/or be catered for onsite by guests staying at Sea Otters Lodge; these facilities are for the exclusive use of guests staying at Sea Otters Lodge

Guests are welcome to request a quote from Sea Otters Lodge in order to cater for them and their visitors, should the need arise

## **CANCELLATION POLICY**

To avoid any misunderstanding, a booking constitutes a binding contract

Cancellation 22 days or longer before date of initial arrival – guest will be levied a 50% cancellation fee on the original booking made

Cancellation 0 - 21 days before date of initial arrival – guest will be liable for full payment (100%) of the original booking made

Cancellation must be in writing, no telephone and/or SMS cancellations will be accepted

We also hold the right at our sole discretion to claim any accommodation voucher in full, issued by travel agents

## **INSURANCE**

All guests confirming a booking are advised to take out travel insurance to cover the full cost of their booking in the event of a cancellation

We will seek full compensation for any cancelled accommodation booking, including premature curtailment, as per our cancellation policy

## **NOT COMPLETING STAY OF RESERVATION**

In the event of a premature departure the guest will be liable for the full stay of the original booking made, we are not obliged to any refunds