

### TERMS AND CONDITIONS

All bookings accepted by Silver Fig (PTY) LTD are subject to these terms and conditions that are deemed to be accepted in full by the Guest. Booking fee paid also indicates acceptance of these terms and conditions. Silver Fig reserves the right to change rooms to suit extra reservations.

Your booking is ONLY confirmed when Silver Fig (PTY) LTD, emails confirmation of booking following the receipt of the booking deposit. When booking is made, 50% of the total booking fee is required within 48 hours of making the ENQUIRY in order to confirm the reservation. The balance to be paid upon arrival prior to collecting keys.

Silver Fig (PTY) LTD, accepts EFT payments. Banking details are listed above. Credit Card facilities are available at the Guest House for any extra costs incurred.

Silver Fig (PTY) LTD, is not responsible for correspondence which is lost or delayed via electronic mail. If a third part booked room/s on behalf of another guest/s, this party shall be jointly liable for all costs.

An SMS will be sent to all arriving guest/s - save the cell phone number the SMS comes from on your phone, call the number at the main gate. IT IS NOT AN ACCESS CODE!

We do not offer 24 hour reception, all guest/s to have collected keys by 15H00, unless prior notification was given in writing. Rooms to be vacated & keys returned by 10H30 on the day of departure.

For the enjoyment of all guest/s, noise restrictions apply after 21H00. We ask our guest/s to respect each other concerning noise levels & cleanliness of the common areas.

No smoking is permitted in any of the rooms, designated smoking areas are assigned. In the event guest/s, smokes in a room we will add an extra nights accommodation cost, in order to ventilate the room.

**CANCELLATION POLICY: Notice period of 7 days or less, no show, or early departure - 100% of the booking cost is non-refundable. 8 - 14 days - 75% of the booking value is non-refundable, 32 days or more 10% of the total booking is non-refundable to cover admin & bank charges. Block bookings carry a 50% non-refundable cost, due to turning other guest/s away. We strongly urge our guest/s to make use of holiday insurance.**

**Force Majeure Events** - Means an event beyond the control of the establishment, which prevents a party from complying with any of it's obligations under this contract. In the event of any Force Majeure, vouchers will be given to the value of payments received. **NO REFUNDS WILL BE GIVEN.**

We have no control over the following: Roads, electricity & water or cell phone service providers signal. We have a large generator on site for emergencies. Generator will run on a schedule, please enquire with management for the scheduled times.

Any meals arranged must be taken at the place and the times stipulated. Vegetarian/special needs & requests to be clearly stated by the guest/s a week prior to arrival, we will endeavour to meet such requests although we cannot guarantee to satisfy all needs.

For security reasons only registered guests are allowed; if you wish to entertain any other person/s this must be done with permission, & the said person/s are only allowed in the common areas. Any extra guest/s in rooms will be charged for as our rates are charged per person not per room.

We are a pet friendly establishment, we implore our guest/s to treat our resident animals with kindness. We offer beautiful walks, enquire at reception. Guest/s to clean up after their pets. Pets stay FREE!

Person responsible for any group bookings and take full responsibility for the whole group in terms of the payments, as well as ensuring all guest/s are familiar with the terms & conditions. Keys not returned will be for the guest/s account. Group booker to ensure the following: Names of all guests, telephone numbers.

Guest/s are responsible for their own belongings & valuables. We will not be held responsible for any personal injury, loss or damage to person/s or personal effects whatsoever (whether direct, indirect or consequential), arising at the rooms, communal areas or grounds.

Enquires made by a guest/s followed by a quotation does not guarantee a reservation. Please confirm availability prior to making a deposit of the quotation is older than 48 hours. All guest/s are responsible to ensure all reservations are in order prior to arrival.