

Kirkwood Guest House

Terms & Conditions

1. Cancellation Policy:

- 1 month before stay date: 100% of deposit is refundable.
- 2 weeks before stay date: 50% of deposit is refundable.
- Less than 2 weeks before stay date or no-show: 0% of deposit is refundable, full invoice payable.

Refunds will incur a 10% administration fee to cover bank charges and additional admin costs.

2. Payment Policy:

- Bookings are taken in advance but are only confirmed on receipt of payment, within the next 3 working days, into the following account:

I AM AT YOUR SERVICE PTY

ABSA Bank Branch Code: 632005

Cheque Account No.: 401 444 6928

- Please e-mail proof of payment through to info@kirkwoodguesthouse.co.za. Or WhatsApp: 074 4860 485
- Use your name and date of arrival as reference.
- The booking will automatically be deemed cancelled if payment has not been received by the due date.
- Proof of payment is to be presented on arrival.
- No persons other than those quoted for are permitted to share the accommodation.

3. Arrival and Departure:

- Rooms are available from 14H00 and are to be vacated by 10H00 on day of departure. The booking will be deemed cancelled if not taken up by 19H00 unless prior notification has been given of late arrival.
- A penalty will be charged for arrivals after 20:00.

4. General:

- No pets of any kind are allowed on the premises.
- No towels/linen or utensils are allowed to be removed from the guest house.
- We reserve the right to determine noise levels and behaviour of guests, particularly between 10pm and 8am.

Disclaimer notice / Indemnity for guests:

- No smoking is permitted in any rooms or the rest of the house, and we reserve the right to cancel any booking due to the violation of smoking inside the units rule without a refund.
- Only residing guests are allowed to sleep over. Unbooked guests may be asked to leave at the owner's discretion. A penalty of 100% of the overnight fee will be charged if this is ignored.
- Guests must refrain from having visitors between 10pm and 8am.
- No more than 2 visitors at a time.
- Guests must behave in a manner conducive to the safety, peace and comfort of other guests. Making loud noise is not acceptable. The manager reserves the right to evict anyone misbehaving with immediate effect.
- Heaters, fans televisions and lights should be switched off if the room is not occupied.

The Terms and Conditions of this booking are deemed as being accepted on receipt of payment.