

Cabannas@Dana terms and conditions

Establishment

The establishment operates on a self-catering basis and does not provide other services such as housekeeping, meals, personal laundry, transport, tours, functions, events, parties, babysitting, and conferences. We will however, on request endeavour to provide details of suppliers that should be able to provide these services directly to the guest.

Reservations:

Reservations will not be confirmed until the booking form and proof of deposit payment is provided to us at which time, we will send a confirmation form with relevant reservation details to the guest.

The names and relationship of the persons sharing the unit must be provided when the reservation is made. Persons over the age of 12 years are classified as adults. Quote totals will not be reduced should you be fewer guests than originally specified. In case of a double booking, the guest who secure the accommodation, will be at the sole discretion of the manager or owner of Cabannas @ Dana Self-Catering apartments and guest that did not secure the accommodation, funds' will be refunded in full.

Methods of Payment:

EFT is the preferred method as there are no fees.

If it must be a cash deposit, do it at the ATM to reduce costs. Cash deposit have a 3% cost fee that should be included in total cash deposit.

Payment Terms/Policy:

50% deposit Proof of Payment required within 12 hours of making the booking, even if actual transfer will take longer. Proof of payment can be emailed to:

madie@metchem.co.za. Lapsed bookings can incur additional admin fee to reload and you lose any discount / exception granted.

All peak season bookings must be secured with full payment 30 days before arrival. Any cancellation after that will amount into a forfeit of the full funds paid. No exceptions.

Low season booking full payment should be secured 14 days before arrival and if any cancellation is done after that the full amount is forfeited

No refunds on late arrivals or early departures.

Cancellations:

Cancellations will only be accepted prior 30 days of arrival and a 50% of your deposit will be refunded on peak season bookings. If low season booking is cancelled prior to 30 days of arrival a 75% of deposit will be a refund.

a Booking made with Cabannas @ Dana Self-Catering Apartments, either verbal or written forms a legally binding contract and as a result we recommend you take out appropriate holiday insurance, as the facility does not provide insurance for your personal belongings or motor vehicle.

Non-availability of accommodation:

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the accommodation. Our liability would not extend beyond this refund.

Deposit Fees:

Refundable breakage deposit calculated and quoted per accommodation rate/fee on specific apartments booked, will apply. Refunds are processed within 7 days of departure. No cash refunds will be issued on departure. Group rates/fees and conditions may differ and will be quoted separately.

Refunds on cancellations will only be made after payment has been finally cleared by the bank or Credit Card Company.

All missing items, breakages in and damage to cabannas, furniture, fittings, soft furnishings, roads, fencing, gardens, extras costs and fines will be charged to the guest; this is not limited to the key deposit. No dispute discussion regarding breakages or damage will be entertained unless a guest reports same within 2 hours of checking in. Inventory will be signed on arrival and inventory signed before departure.

Rates:

Rates are subject to change without notice, but not after quotation is accepted. Quotations are valid for 24 hours unless otherwise specified. Subject to availability upon acceptance.

Rate apply per apartment and not per person. Number of guests allowed per apartment is limited as specified per apartment. Special rate will be calculated for large groups as per manager or owner discretion.

Arrival and Departure:

Check in time is between 14:00 and 20:00 unless prior arrangements have been made. Check out time is by 10:00 unless prior arrangements have been made. This is to enable the room to be prepared in time for new arrivals. Late check outs may be charged for.

Parking and Access:

Only 1 vehicle is allowed per apartment and 2 vehicles for main house (Cabanna 4).

Parking is at own risk but on site behind remote gate.

Should you need to bring more than one vehicle per unit please do inquire about the availability of parking.

Remote will be provided on arrival to access building.

One remote control and set of keys is provided per unit. The cost of replacement keys and remote control is R600.00.

Rooms must be locked, windows closed, inventory form and keys handed in or dropped in key box prior to departure.

No visitors will be permitted without permission. We do not accept any responsibility for any loss or damages.

Guests are asked to keep other guests in consideration. Guests are also welcome to park on the street, at own risk.

Guests to provide access to their own delivery services (e.g. take-aways) and are responsible for the apartments keys and are also responsible/liable for any persons they provide access to.

Contact Hours:

The manager is contactable from 07:00 to 21:00 on weekdays and from 08:00 to 20:00 on weekends and public holidays. Manager is contactable 24 hour for any emergencies. Elmarie: 0815264260

Security & Storage:

Although the establishment takes reasonable steps to ensure the safety and security of guests and their possessions, guests retain final responsibility for their own safety and security. Please always keep apartments locked and close windows when not onsite.

Braai/Facilities

All areas are used at own risk and children always need to be under responsible adult supervision. Please do be considerate when it comes to noise levels. No loud music is permitted. No noise/shouting and running is allowed.

Personal conduct of guests:

Problems connected with abused substances such as drugs and alcohol will not be tolerated, and we respectfully request the "Booking Principle" to take ownership of the Personal Conduct of their guests.

We respectfully request guests to respect the neighbourhood, next door neighbours and other guests.

Plumbing/Electrics, Power/Water & Environment:

Please be considerate when it comes to the use of the plumbing and electrics. Please do not throw or flush any foreign items down any toilet into drains. Guest will be liable for any cost or damage as a result of this. Kindly switch off most lights when not in a room and ensure the outside lights for your apartment are switched off in the morning. Please use water responsibly. We respectfully request guests to respect our natural environment and wildlife and not to pollute, litter or disturb it.

Dangerous items/substances:

No fireworks, dangerous materials/substances or weapons are allowed on property.

Smoking:

No smoking is permitted in the apartments. Smoking is permitted in designated areas and in the gardens/outdoors.

Pets:

Sorry, we do not allow pets at this property.

Children:

Children of all ages are welcome and must be accompanied by a responsible adult.

Loss or Damage to Establishment Property:

The guest is liable for any loss or damages (excluding wear and tear) to the property of the establishment.

General Incapacity:

The establishment cannot be held liable if any of the following events or conditions prevents us from fulfilling our obligation to guests. We will take all reasonable steps to minimize disruption and discomfort to guests under these conditions.

- Unanticipated interruption to the electricity, water, sewage to, from or on the establishment's property. The facility has an Inverter and solar charge onsite
- Industrial action, civil uprising or criminal activity.
- Fire, frost, flooding, subsidence or any other force major event.
- Government & Municipality local servicing, upgrades and actions.

Limit to Liability:

The maximum liability of the establishment for any event or condition for which a guest may institute a claim is limited to the value of one day's accommodation of one unit.

General:

- The Right of Admission will apply.
- Enter & use of premises and facilities at own risk.
- Please take note that floors are slippery when wet.

Any booking or visit to Cabannas @ Dana Self-Catering Apartments is subject to standard trading terms & insurance indemnity (see below) which you will be required to sign on arrival.

You acknowledge that all Cabannas @ Dana Self-Catering Apartments facilities are used at own risk and owners are not responsible for injury, death or loss of whatever nature.

Standard Trading Agreement Indemnity:

The below is a standard trading condition of Cabannas @Dana Self-Catering Apartments and due to the public availability thereof, it is regarded as having been seen and accepted by any party entering into a booking or other agreement with Cabannas @ Dana Self-Catering Apartments.

This is a standard trading condition of Cabannas @ Dana Self-Catering Apartments and is a condition of residence/presence. (party entering into a booking or any other agreement with Cabannas @ Dana Self-Catering Apartments or wanting to reside or be present on Cabannas @ Dana Self-Catering Apartments)

I do hereby declare to and in favor of Cabannas @ Dana Self-Catering Apartments and/or each of its associated companies, owners, trustees, employees, contractors, sub-contractors, agents, workmen or representatives (hereinafter jointly and severally referred to as (“Cabannas @ Dana Self-Catering Apartments”) the following:

That I/We have read, and accepted Cabannas @ Dana Self-Catering Apartments Terms and Conditions presented during the booking process. I have also read and accepted the House Rules and Payment policy as presented during arrival in reception area and which is also available in each apartment.

- *That I/We enter the premises of Cabannas @ Dana Self-Catering Apartments entirely at my/our own risk.*
- *That I/We acknowledge that I/We am/are aware of the risks involved in staying at this premises and any activities, which are or may be offered by Cabannas @ Dana Self-Catering Apartments or embarked upon by me/us whilst upon the premises of Cabannas @ Dana Self-Catering Apartments and/or using equipment belonging to Cabannas @ Dana Self-Catering Apartments and accept such risks.*
- *That I/We acknowledge that I/We am/are aware of the risks involved in being present on premises bordering a forest & coast line, as such there will be dangerous sea currents and animal/sea life including but not limited to snakes, scorpions, spiders, sharks and toxic sea creatures and with the free reign of animals, insects, birds and reptiles onto the property whilst upon the premises of Cabannas @ Dana Self-Catering Apartments and accept such risks.*
- *That I/We undertake, when on the premises or involved in any activity at Cabannas @ Dana Self-Catering Apartments, to obey all rules and regulations laid down by Cabannas @ Dana Self-Catering Apartments and to familiarize myself/ourselves with such rules and regulations.*
- *That I/We hereby agree that it is a condition of my/our presence on the premises and/or participating in any activities that Cabannas @ Dana Self-Catering Apartments shall not be responsible for any accident or bodily injury or death to any person or loss of or damage to property, whether suffered by me/us or any person brought by me/us upon Cabannas @ Dana Self-Catering Apartments' premises regardless of whether such injury, death, loss or damage*

results from the negligence of Cabannas @ Dana Self-Catering Apartments or from any other cause whatsoever.

- I/We undertake to procure that every person accompanying me/us will accept the aforesaid conditions of presence/participation, as well as the terms and conditions of this indemnity and will agree to be bound by it.*
- That I/We indemnify (where more than one person, jointly and severally) Cabannas @ Dana Self-Catering Apartments against any claim by and on behalf of a person accompanying me/us or under my/our control (whether a minor or disabled person or otherwise and including such person's heirs, executors, trustees, administrators or assigns) arising from, or in connection with any of the aforesaid activities, or his/her presence on Cabannas @ Dana Self-Catering Apartments' premises, including specifically without being limited thereto, any claims in respect of injury, death, loss or damage, as aforementioned, and arising from any cause referred to above.*
- That I/We hereby bind my/our heirs, executors, administrators or assigns to this declaration and undertaking.*
- That I/We are aware of the Cabannas @ Dana Self-Catering Apartments evacuation procedures, i.e. to leave the Apartment speedily through the front door (if safe) or backdoor (following signs), without pause to take personal effects, and to proceed to the driveway (assembly point) on the front South Eastern corner of the property, unless unsafe in which case to proceed to the back of the building on first floor exiting through forest area.*

On arrival, any guest/visitor/worker is required to sign this indemnity in order to stay or be present at Cabannas @ Dana Self-Catering Apartments and it is a condition of any booking, arrival or agreement.

Signed by _____ on date _____

Signature: _____

Witness: _____