

# Leopard's Rock Bush Boutique

4 Giraffe View, Leopard's Rock Country Estate, Modimolle, Limpopo. Republic of South Africa.

## Terms and Conditions

Please read our Terms and Conditions and feel free to contact us should you need clarification on anything at all.

By making a reservation/confirming the booking you agree and confirm that you did read and understand these Terms and Conditions and bound yourself hereto by signing at the end.

### Reservations :

Reservations will be taken telephonically or online and are subject to availability at the time of reservation/booking. All bookings are subject to our online published Terms and Conditions. Bookings and enquiries will be replied to by an employee of Leopard's Rock Bush Boutique confirming the date(s) of accommodation and all other applicable arrangements.

A deposit is payable with reservation/booking with the balance due prior or at check-in. In the event of a premature departure, the full amount of the stay as originally booked and confirmed will be charged.

Bookings are made on a first come first served basis. Should we receive other guest wanting to confirm bookings before your payment is received, we do reserve the right to contact you to request your payment. We will require a response in 48hrs or the Suite will be automatically released and available for others to make reservations.

If any member of your party has a medical problem/condition or disability that may affect your stay with us please inform us before you confirm your booking. All detail must be given to us in writing at the time of booking.

We reserve the right to refuse admittance if the number of persons exceeds the number of occupancy per suite. This includes children of all ages.

Be aware of possible power cuts that may take place at the Establishment that are beyond our control due to load shedding and that Management and Staff cannot be held liable for power cuts. However, we do provide applicable alternatives eg rechargeable lights.

A minimum stay of 2(two) nights is required over weekends or high demand / festive seasons. However, if you require a Suite for one night during such periods feel free to send us a reservation request and we will check if there is a matching 1-night gap between other reservations.

### Self-Catering :

Leopard's Rock Bush Boutique is a self-catering Establishment. However, catering can be arranged when requested and confirmed in advanced.

**Cancellation Policy :**

In the event of notification of cancellation, the following fee shall apply on the total booking amount.

30 days prior to arrival : 0% cancellation fee.

21 days prior to arrival : 50% cancellation fee.

14 days prior to arrival : 75% cancellation fee.

7 days prior to arrival : 100% cancellation fee.

Refunding of deposits for bookings is done at the sole discretion of Leopard's Rock Bush Boutique.

**Amendments by Leopards Rock Bush Boutique :**

In the unlikely event that we need to amend your reservation/booking, we will confirm this with you in writing in advance of your arrival. Should you not be satisfied with the alternative arrangements we will refund your payment received, in full.

**Privacy :**

We take great care regarding personal information that is provided to us online/telephonically ensuring it is used only for stated purposes. We do not pass either email or personal details on to any third party.

**Check-in time :**

Check-in time is from **14:00 to 20:00**. If you want to check-in after **20:00** a service fee of R200 per hour or part thereof will apply – to arrange it please contact us in advance. Early check-in will only be possible if the Suites are ready for occupation and prior arrangements have been made.

**Check-out time :**

Please be ready to vacate your Suite by **10:00** on the day of departure, unless otherwise arranged. In the event that the Suite is not vacated by **10:00** a late departure service charge will be payable of an amount up to the cost of one night's accommodation.

**Parking :**

We provide free parking to our guests. We do not accept any responsibility for theft or damage to vehicles and their contents whilst parked or maneuvered on our grounds. Parking is done entirely at the vehicle owner's risk. Please be considerate at all times to allow free access to other vehicles.

**Internet access :**

We provide free wireless internet access. As the service is beyond our control, we can't guarantee the quality access at all time. Please use internet judiciously.

**Pricing :**

Accommodation tariffs are based on “per Suite” and not per person and are subject to change. We reserve the right to adjust the tariffs depending on the season that the accommodation is required. Any tariff changes will be clearly communicated at the time of booking. Any subsequent reduction in tariffs due to special offers will not apply to confirmed bookings.

**Damage/Breakage Deposit :**

A Deposit of **R1000(eft) must be done before check-in to cover** for any possible damage or breakages during your stay. This deposit will be refunded, when applicable after check-out inspection was done by Management.

**The right of admission is reserved :**

Please respect that there are other people and that there are neighbors. Try to keep noise to a minimum especially at night. **YOU PAY FOR SILENCE!!!!** Management reserves the right to judge acceptable levels of noise or behavior of guests who must take all steps for corrective action as requested by the Management.

We will not tolerate foul language, abuse or violence towards us, or any of our guests.

Management reserve the right to deny access to any guests who appear to be drunk or under the influence of illegal drugs. Anyone barred access under these conditions will not have the right to any refund.

In the event of failure to comply with Management requests, we may terminate the booking immediately without being liable for any refund or compensation. We will not hesitate to call security or the police if we feel it necessary.

Guests shall not arrange for the delivery of or deliver any goods or materials to the accommodation without prior arrangement with the Management. Guests shall not store or place on the premises or on the perimeter any inflammable, combustible or objectionable substances or liquid.

**Discrimination**

It is our policy not to discriminate on the grounds of race, color, nationality, creed, sexual orientation, marital status, age, ethnic origin or disability. Guests are expected to strictly adhere to this policy and the Management may remove from the Suite any person or persons offending against this policy.

**Complaints :**

If you have any complaints or experience any problems during your stay with us please inform Management as soon as possible, preferably before check out. All verbal complaints must be in writing. If the matter cannot be resolved at the time, you must notify Management within two weeks of completion of your stay. If you fail to follow this procedure this will affect Management’s ability to tend to it or set redeemable actions/procedures in place.

**Payment and Settlement of Accounts :**

Balances of accounts should be settled upon arrival/check-in and in exceptional circumstances, the day following the arrival date. Please note that only cash or electronic transfers are acceptable. No refund will be made once the account is settled. A guest agrees that it shall not be entitled to withhold payment of any amount due in terms hereof by virtue of any claim the guest may have for any reason whatsoever.

**Governance :**

The South African law shall govern this agreement. It is agreed that each clause of these Terms and Conditions is severable, the one from the other, and if any clause is found to be defective or unenforceable for any reason by any competent Court, then the remaining clauses will be and continue to be of full force and effect.

**Damages, Breakages and lost Keys :**

Please take care with our accommodation facilities. Guests are responsible and liable for any breakages, damage or loss that is caused, while occupying the Suite including any accidents that may occur. Any breakages or damage caused, will be charged for the full replacement/fixing cost of the breakage or replacement. This also applies to anything that goes missing from the Suite during your stay. Check-out inspection by Management is compulsory and will be done before refund of deposit.

**Toilets :**

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. Please note that we only supply single ply toilet paper to support the sewage system in use.

**Lost Items:**

Items left behind in the Suite will be kept for 3(three) weeks. All unassigned items will be forwarded to a charity or disposed of. Requested items can be send back, at a chargeable fee for packaging and courier costs - payable in advance.

**Liability :**

Whilst every precaution is taken to provide for the security and comfort of our guests, guests are responsible for their own property and person. Any loss, damage, theft or accident should however be reported immediately.

Staying at Leopards Rock Bush Boutique and using any of its Services and facilities, including (but not limited to) the Suite, public areas, staircases and swimming pool (in this clause commonly referred to as the 'Facilities'), is entirely at the guest's own risk. The guest therefore indemnifies Leopards Rock Bush Boutique, its Management and employees (together referred to as the 'Establishment' in this clause) against any kind of loss, liability or cost incurred, arising out of any claims or legal proceedings which are brought or threatened against the Establishment by the guest or any related person, arising from his/her/their use of the Services and Facilities or any breach of this Agreement.

Leopards Rock Bush Boutique will not be held reliable for any kind of loss or damage that a guest might suffer during his/her stay, even in the event of negligence. This includes personal injuries/death as well as loss of property and valuables not stored safely in the safety boxes ('Mini Safe') provided in each Suite. Signing an indemnity form is compulsory for every guest staying at the Leopards Rock Bush Boutique.

### **No Smoking :**

In line with Government legislation, we are a no-smoking establishment, and for fire safety precautions and for the comfort of all current and future guests, guests are NOT permitted to smoke anywhere inside the suite (including "hanging out" windows). Smoking is limited to the patio/veranda, parking area and outside areas. Please use the ashtrays provided.

All cigarette butts must be properly disposed of before re-entering the suite.

Please note that we reserve the right to charge for any damage caused by guest's smoking, and may also ask any guest to leave the premises if they do not comply with requests not to smoke inside the building.

In the event of a guest, or guests, smoking in a bedroom we may also include charging for an additional nights accommodation in order to allow the room to ventilate prior to re-letting plus a **service charge of R 500** towards the cost of complete cleaning & steaming of the bedroom and the laundering of all fabrics and bedspreads.

### **Further Terms and Conditions :**

- Adhere to the fire index regulations as displayed on the sign at the entrance to the Estate.
- Driving of vehicles on the Estate may only take place on the demarcated roads and adhere to the speed limit of 30 km on all roads in the Estate.
- No Fauna or Flora may be damaged or removed on the Estate.
- No firearm may be discharged on the property or Estate.
- No fireworks may be discharged on the property or on the Estate.
- Do not hunt or capture any animal, bird or reptile on any portion of the Estate.
- Do not litter on any portion of the Estate. R3000,00 fine for littering, should you be found guilty on hidden cameras.
- Do not create any loud noise, music or disturbance, either at the establishment or any portion of the Estate.
- Cycling on bicycles strictly on demarcated road inside the Estate but are welcome to use main roads outside the Estate.
- Jogging within the Estate is at own risk.
- When viewing game from your own vehicle, you are not allowed to leave the already establish roads.

- Please respect “NO ENTRY” or “PRIVATE PROPERTY”.
- NO off-road/Road motorcycles are allowed.
- Do not feed any animals, especially the monkey’s and baboons.
- No entering to the club house swimming pool.

**Pets :**

Regretfully, no pets are allowed at Leopard’s Rock Bush Boutique.

**Website Disclaimer :**

We have taken all reasonable care to ensure the accuracy of the information presented on the website, however it does not make any warranties regarding the accuracy or completeness of the information within or accessible through the website. Leopard’s Rock Bush Boutique reserves the right at any time to reverse, amend, alter or delete the information provided.

**Method of Payment :**

Please note, no cheque’s are accepted as payment. Cash on arrival, bank transfers and credit card payments, are allowed. Banking details :

FNB

Unique Wave Trading

Account no. : 62735027733

Branch code : 250-655

Use your name as reference.

**Contact Details :**

Email address : [lrbushb@gmail.com](mailto:lrbushb@gmail.com)

[Website : leoparsrockbushboutique.co.za](http://leoparsrockbushboutique.co.za)

Salomie : +27 83 458 6968 (WhatsApp)

+27 14 001 7048 (Internet)

Frik : +27 72 151 2111 (WhatsApp)

+27 14 013 0296 (Internet)

**GUESTS**

Signed by .....(Initials and Surname) and

ID/Passport no : .....on the .....day of

..... 2020.

Signature : .....

**Please give us your Banking Details to electronically transfer your R1000 deposit for possible breakage/damage.**

**Bank :**

**Account holder :**

**Account nr. :**

**Savings/Theque :**

**Branche code :**

**LEOPARD'S ROCK BUSH BOUTIQUE**

Signed by : .....(Initials and Surname) on behalf

of Leopard's Rock Bush Boutique on the .....day of .....2020.

Signature : .....