

## **Abafazi Guest House Terms and conditions**

### **1. Reservations:**

By making a booking, the terms & conditions herein contained are deemed to have been read and accepted. The client in whose name the booking is made undertakes liability for all costs incurred by his/hers/their guests or invitees.

Reservations should be made well in advance of the required date to avoid disappointment. Reservations will be taken telephonically as well as online. All bookings are subject to our published terms & conditions. On-line bookings and enquiries will be replied to by an employee of Abafazi Guest House confirming the date(s) of accommodation or event and all other arrangements. Payment of the amount quoted including Vat is required prior to confirmation of booking. No bookings will be confirmed until the completed booking form and the deposit has been received. On receipt of the booking form and the deposit, confirmation of the booking will be sent. Additional costs incurred during the stay at Abafazi Guest House will be invoiced and payable on departure.

Frequent Customers may arrange payment terms after the fifth booking has been made and paid for in terms of the above.

Booked conference rooms will be available for occupation from 07:30 on the day(s) booked and must be vacated by 17:00 unless prior arrangements have been agreed to by management.

Accommodation Guests can book in anytime between the hours of 14:00 and 15:00. Late arrivals by arrangement only.

### **2. Confirmation of Numbers:**

The number of delegates or guests attending a function at Abafazi Guest House may be amended up to 7 (seven) days prior to the date of the function. The Abafazi Guest House invoice will reflect the number of delegates booked for and confirmed 7 days prior to the event. Extra participants will be charged for on the day. No refunds or reductions will be considered if any of the booked guests/delegates fail to attend on the day(s) booked.

### **3. Cancellation:**

Cancellations at least 30 days prior to the booking date will be granted a full refund of the amount paid less bank charges. Cancellations less than 30 days prior to the booking will not be refunded unless Abafazi Guest House is able to secure a booking from another customer for that booking time or should another booking be made by yourself to take place not more than 30 days after the previously scheduled date, the payment will be carried forward for credit in respect of the new booking.

### **4. Payment:**

A quotation including vat will be issued by Abafazi Guest House in accordance with the booking requirements. Payment of the quotation amount must be made in full in cash, by credit card or by electronic transfer to secure the booking.

A confirmation of Booking will be issued reflecting the payment made.

A VAT invoice will be issued by Abafazi Guest House reflecting extra attendees, cold drinks, telephone, photocopies and any other additional costs incurred during the stay at Abafazi Guest House and the payments made to date, the balance of which will be due on departure.

**6. Liability/Disclaimer:**

Abafazi Guest House, the owner of the property, Gail M. Emmerick and/or the companies servants or agents are not liable to you, the client, the clients guests or invitees for any loss, damage, injury or death suffered by you or your client/guests/invitees on or about the premises of Abafazi Guest House howsoever arising including but not limited to theft, whether resulting from any act or omission whether negligent or not on the part of Abafazi Guest House, the owner of the property, their servants and/or agents. You, your clients, guests or invitees irrevocably waive all such claims and further indemnify and hold harmless Abafazi Guest House, the owner of the property their servants and/or agents against any claim made against the above by your guests or invitees, including all dependants of yours, your guests or invitees or any of them. Without limiting the foregoing Abafazi Guest House, the owner of the property, their servants and/or agents, are not liable for any injury to or death of anyone that may occur as a result of any use of the swimming pool or any other cause, accidental or otherwise whilst on the property and you indemnify them accordingly.

Abafazi Guest House caters for members of the business community. As a result the pool is not fenced. Parents are discouraged from bringing children to the venue and do so entirely at their own risk and that of their children.