

CONFIRMATION OF BOOKING

In order to guarantee your booking a 50% deposit is required. The balance is payable on arrival. No bookings are guaranteed unless a deposit is paid. El Palmar Guesthouse reserves the right to release any booking which is not guaranteed without prior notice. Fax the proof of payment to 086 625 3304 or e-mail to penny@elpalmarguesthouse.co.za. Companies, Government instances and travel agencies are allowed to supply us with a company order or voucher and are requested to pay within 7 days after check in of the guests. Please make the proper arrangements with the bookings office.

VALIDITY

The invoice is valid for the rates and services specified herein only. Please note that accounts are calculated per person thus for every extra person sleeping at El Palmar Guesthouse, an extra charge will be added.

COMMISSION TO TRAVEL AGENTS

Commission is not included in our rates.

LIABILITIES

El Palmar Guesthouse or Personnel is not liable for any accidents/damage/death/loss occurring at the El Palmar Guesthouse premises. The use of any facilities on the premises of El Palmar Guesthouse, is at own risk! El Palmar Guesthouse and Personnel are exempted for any damage, injury/death as result of/or due to fire, theft or any other cause whatsoever. Vehicles are parked at the owner's risk. The owner of the vehicle will ensure that all valuables are removed from the vehicles.

CANCELLATION POLICY

Cancellation less than 24hrs before check in will be charged 100% of the accommodation fees. Cancellation less than 5 working days before check-in will be charged 100% of the accommodation fees on bookings of 3 rooms and more. Cancellation less than 7 days forfeits full deposit. Cancellation from 7 to 14 days forfeit is 75% of deposit. Cancellation from 14 to 21 days forfeit is 50% of deposit. Cancellation from 21 to 28 days guest forfeits 25% of the deposit. On receipt of a written instruction to cancel the reservation, El Palmar Guesthouse will refund the applicable amount as determined by the cancellation terms, within 5 working days. El Palmar Guesthouse levies a 7% administration fee on any refunds processed. Should refunds to a SWIFT bank account be required, an additional R 185.00 will be levied. NO refund will be made for any booking not cancelled in writing.

OUTSTANDING PAYMENTS

In the event of the account not being timorously settled in full by the undersigned and/or the relevant institution then interest at a rate of 2% per month on outstanding balance will be payable thereon, until the date on which it is settled in full.

GUESTHOUSE OPERATION TIMES

Check in time: 15h00 - 21h00 (Check in after 21h00 must be arranged with us prior to arrival)

Check out time: Before 10h00 Please

NO SMOKING FACILITY

Please note that El Palmar Guesthouse is a smoke free facility. Please do not smoke in the rooms or no-smoking areas during your stay. Smoking is permitted in the smoking area only. Persons that do not adhere to the no-smoking policy will be asked to leave immediately with no refund of any money paid to the Guesthouse.