



Terms & Conditions

Booking Procedure

- To secure a reservation a 100% deposit of the total accommodation tariff must be received.
- Single tariffs: a single supplement is applicable as noted. Tariffs are subject to change without notice.
- Tariffs, on confirmed reservations for which a deposit has been received, will be held.
- Dates and rooms will not be held provisionally and bookings are taken on a first come first serve basis.
- All rooms are strictly non-smoking. Smoking in rooms will incur a R1500 special cleaning fee.
- Pets can be accommodated with prior arrangement.
- Due to the nature of the establishment, unfortunately we cannot accommodate children under the age of 13 years.

Cancellation Policy

- We have no refund policy.
- Our terms and conditions are deemed as being accepted on receipt of the bank deposit, or credit card details.
- We will seek compensation for any cancelled accommodation that cannot be re-booked, including premature curtailment of stay.
- Accommodation will automatically be cancelled if the deposit is not received by the due date.
- Deposits are not refundable in the event of a 'non-arrival'.
- No person other than those quoted and paid for, are permitted to share the accommodation.

Check-in & Check-out

- Check-in is from 14:00 to 17:00.
- Check out is by no later than 10:30, to ensure enough time to prepare rooms for next guests to check in on time.
- Late check-in's to be arranged by no later than 16:00 on the day of arrival. Reception will close at 17:00 and your booking will be cancelled if no arrangements were made.
- All guests are required to provide identification upon check-in, failing which Vinboho Guest House reserves the right to deny the guest access.
- Only registered, paying guests are permitted on the premises.
- The guest in whose name the booking is made shall be present upon check-in and throughout the duration of the reservation. The reservation is non transferable.
- While we make every effort to allocate you with the room of your choice, this cannot always be guaranteed.





Other Terms & Conditions of Stay

- Our office hours are 08:00 to 17:00 daily.
- Items or services procured from Vinboho Guest House shall be settled in full prior to check-out and/or upon presentation of an invoice.
- A lost or damaged key set poses a security risk and requires changing of locks. Loss of a key set shall incur a replacement fee of R1000.
- Insurance cover for guests and their personal effects is not provided by Vinboho Guest House. Guests are encouraged to ensure adequate cover is in place for all eventualities prior to their arrival and to take necessary care with personal items and valuables. Electronic wall-mounted safes are provided in each room for this purpose.
- Please consider other guests and keep the noise levels to a minimum at all times. Should the guest/s behave in such a manner, which is not acceptable by civilized standards, the guest/s may be asked to vacate the premises.
- Kindly be aware that the owners pets live on the property and should be taken into consideration should a guest have allergies or a fear of animals.
- Laundry & housekeeping services are available daily from Monday to Saturday. Unfortunately these services are not available on Sundays and Public Holidays.
- Breakfast is served daily in the dining room from 07:00 to 10:00.
- Lunch and dinner can be booked in advance and provided at an additional charge.

Indemnity

- In the event of performance being frustrated or delayed by strikes, riots, lock-outs, trade disputes, weather, vis major Acts of God or any other cause not within the control of Vinboho Guest House, it is agreed that Vinboho Guest House shall not be held liable for any loss or loss of trade or profit as a result of such cause.
- Guest/s attend this establishment at their own risk. The proprietor, its agent/s or employee/s shall not be liable for, and the guest/s hereby waive and abandon any claim of whatever nature including but not limited to that of theft, injury, loss or damage of whatever nature against the proprietor's default, negligence or otherwise.

Contact

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Please feel free to contact us should you have any questions. We look forward to hosting you.

