



Terms & Conditions

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Booking Terms & Conditions

- Reservations can only be secured once confirmed, as we are unfortunately unable to hold dates on a provisional basis.
- Bookings are only confirmed once the proof of payment for the Non-Refundable Booking Fee has been received.
- Payment of our invoice will deem our Terms and Conditions as being READ and ACCEPTED on receipt of the proof of payment or credit card details.
- For the comfort and safety of all our guests, we are unfortunately unable to accommodate additional guests who were not declared at the time of booking.
- Should a reservation be cancelled within 14 days of arrival, the booking fee will be forfeited. Alternatively, and subject to availability, we will gladly assist in rescheduling the booking to a mutually suitable future date.
- It remains the clients responsibility to supply VinBoHo with the signed and completed Registration form Prior to Arrival.

General Terms & Conditions

- Standard check-in (14h to 17h) and check-out (07h - 10h30) times, early check-in or late check-out is possible subject to prior arrangement with management and may incur an additional fee.
- Any damages or breakages may result in additional charges, as reasonably determined by Management.
- VinBoHo reserves the right of admission.
- For the protection of our property and the comfort of all guests, furniture and other items belonging to VinBoHo may not be moved or removed from the premises at any time.

While we take every care, VinBoHo cannot be held responsible for loss of or damage to guests' personal belongings.

Cancellation Policy

- Kindly note that we operate a no-refund policy.
- In exceptional or unforeseen circumstances, Management may, at its discretion, consider rescheduling a booking to alternative dates, subject to availability.
- Should a booking be cancelled and we are unable to re-book the accommodation, compensation for the resulting loss may be applicable.
- In the event of a no-show or early departure, the no-refund policy will apply in full.
- Bookings will be automatically cancelled should the required deposit not be received by the stipulated due date, as we are unfortunately unable to hold dates without confirmation

Acknowledgement

- Payment of the booking fee confirms that the Guesthouse Terms and Conditions have been read, understood, and accepted.
- VinBoHo reserves the right to amend or update these Terms and Conditions as and when deemed necessary.
- The most current version of our Terms and Conditions is available for your reference on www.vinboho.co.za.



Other Terms & Conditions

- We kindly ask all guests to be considerate of others and to keep noise levels to a minimum at all times. In the interest of maintaining a peaceful and respectful environment, management reserves the right to request guests to vacate the premises should behaviour be deemed inappropriate or disruptive.
- Parking bays are available on a first-come, first-served basis.
- For the safety and security of all guests, we kindly request that the automated gate is fully closed each time you enter or exit the property. Your cooperation helps us ensure a secure and comfortable environment for everyone.
- Please note that housekeeping services are not available on Sundays and public holidays. We appreciate your understanding as we ensure our team enjoys well-deserved rest on these days.
- We guarantee impeccable service from our trusted staff members. If you enjoy our service and wish to leave gratuity, please hand it in at Reception, where it will be divided amongst our staff members.
- We welcome suggestions, as this helps us to make Vinboho the best it can possibly be. Please talk to us or email us talktous@vinboho.co.za. Please also feel free to share your experiences on Facebook, Google and TripAdvisor.
- Any lost keys or access cards may incur a replacement fee.
- Smoking is permitted only in designated outdoor areas. Please note all rooms are NON-SMOKING zones. We kindly ask guests to respect this policy for the comfort and safety of everyone.
- Guests are welcome to enjoy our complimentary Wi-Fi service. We kindly ask that all guests use the internet and other provided technology responsibly and considerately.
- We may occasionally take photographs or videos of the property and its facilities for marketing and promotional purposes. Any images or videos featuring guests will be used responsibly and in compliance with the Protection of Personal Information Act (POPIA). Guests' privacy and consent will be respected at all times.
- Guests must adhere to all local laws, by-laws, and property rules.
- At VinBoHo, we are committed to sustainability and ask for your support in protecting our environment. We encourage guests to reuse towels, conserve water, and recycle wherever possible. Your small actions make a big difference in helping us care for our planet.

Death, Loss or Injury

- While every reasonable precaution is taken to ensure the safety and comfort of our guests, VinBoHo cannot be held liable for any death, injury, or loss incurred on the premises.
- Children remain at all times the sole responsibility of their parents or legal guardians. For their safety, children may not move around the property without appropriate adult supervision.
- VinBoHo cannot accept responsibility for the loss of or damage to any personal belongings belonging to guests, visitors, or children, as these remain the responsibility and risk of the individual concerned.

