



## KNORHOEK COUNTRY GUESTHOUSE TERMS & CONDITIONS

### ACCOMMODATION RATES

- Rates include accommodation per night, breakfast, use of the guest lounge, swimming pool areas and hiking trails.
- The self-catering cottages do not include breakfast. Breakfast can be arranged at an additional cost.
- Accommodation rates do not include dinner, drinks or wine.
- Management reserves the right to change accommodation rates yearly.

### DEPOSIT

- A 50% deposit of the total accommodation fee is required at least three months prior to your reservation (excluding one-night reservations).
- One-night reservations are required to settle the **full amount** three months prior to arrival.
- Your credit card details are required to confirm a booking unless alternative arrangements are made with the guesthouse manager.

### PAYMENT PROCEDURES

Payment can be made by any of the following means:

- Cash
- Bank/internet transfer (EFT)
- Debit/Credit Cards

- Any bank charges incurred by Knorhoek Country Guesthouse in relation to international funds transfers or refunds will be added to the balance due on departure of guests.
- We do not except American Express or Diners Club cards.
- The outstanding balance is payable on arrival and any additional expenses on departure.

### **CANCELLATION POLICY**

- One day reservations – no refund.
- Less than 30 days prior to arrival – no refund.
- Between 60 and 30 days prior to arrival - 50% of the deposit amount will be reimbursed.
- 60 days prior to arrival the full deposit payment will be reimbursed (minus 10% banking commissions).

### **ARRIVAL & DEPARTURE**

- Check in starts at 15h00.
- Late or early check-in should be arranged with management.
- Check out no later than 10h30 on the morning of your departure.
- Late departure is at the discretion of management and dependent on room availability. Please make prior arrangements with the guesthouse manager.

### **CHILD POLICY**

- Children are most welcome.
- Camping cot for babies provided free of charge – TWO available.
- Child sharing room with ONE parent – full rates.
- Child sharing with TWO adults: Rate to be confirmed with guesthouse manager.

## **GENERAL INFORMATION**

- Breakfast is served between 08h00 and 10h00.
- Dinner is served at 19h00 (please arrange earlier or later meals with guesthouse manager).
- No pets allowed. The Knorhoek family pets do roam around the guesthouse and general areas.
- No smoking in any of the rooms or buildings. Please refrain from throwing cigarette buds on the ground.
- No loud music allowed. We urge our clients to adhere to the standard rules of volume and to respect the fellow guests.
- No open fires allowed anywhere on the farm. Please do not leave barbeque unattended and extinguish with water before leaving.
- Food & wine not paid at the restaurant or tasting room must be paid for upon departure.

## **INSURANCE**

- Knorhoek does not take responsibility for any damages or losses. We encourage our clients, as it is your own responsibility, to take out appropriate personal travel insurance.

## **GENERAL DISCLAIMER**

### **Damage to Property & Personal Belongings**

At Knorhoek Country Guesthouse, we pride ourselves in providing accommodation that adheres to reputable safety standards. All guests & visitors should hereby take note and accept to the terms and conditions.

We encourage our guests to abide to the basic rules and regulations of our facilities as stipulated within the "terms and conditions" as Knorhoek Wine Farm, the Knorhoek Country Guesthouse and the Knorhoek employees cannot take any responsibility for any damages, losses or injuries of any client without reasonable control. This includes any consequential damages caused as result of such injury or damage to property.

### **Valuables & Goods**

- Please make use of the the safe in your room to store valuable items.
- Deposit for the key is required – R200.

### **Pool Disclaimer**

Management reserves the right to prohibit the use of the pool and to remove any guest with careless behavior. No guest may interfere with the comfort and safety of other guests and employees.

The pool areas are unsupervised and persons using these areas will do so at their own risk. Knorhoek Wine Farm, the Knorhoek Country Guesthouse and the Knorhoek employees takes no responsibility for damages, losses or injuries when visiting the pool areas or the surrounding areas.

In order to ensure the enjoyment and safety of all persons using the pool area please abide by the following rules:

- Running, jumping, diving and other activities are strictly prohibited
- Items not directly designed for use in a pool area not to enter the water – strictly no glassware in the swimming pool.
- Conventional swimwear to be used at all times.
- Consumption of food is prohibited in the pool.
- Drunk and disorderly conduct is prohibited.
- The use of the pool is between the hours of 06h00 and 20h00.
- Pool towels available at reception.

### **USE OF THE BRAAI AREAS**

- Guests staying in the Knorhoek Country Guesthouse are welcome to make use of the communal braai area located on the lawn in front of the building.
- Please note the communal braai area is not for the use of visitors.

- Braai areas located at the self-catering cottages (Rose cottage – 3 PAX & Lavender Cottage – 5 PAX) are **ONLY** to be used by guests staying in the cottage.
- **NB:** A party of **eight guests or more (bed and breakfast and self-catering cottages)** are required to make use of the Barbeque (braai) Package and menu organized through the guesthouse – no exceptions.
- Please direct any enquiries regarding the Barbeque Package and menu to the guesthouse manager.
- A Bedouin tent can be arranged at extra cost for your convenience.
- All drinks to be purchased at the guesthouse. No soft drinks, beers, ciders or hard liquor allowed. Wine will be charged at R50 corkage per 750ml bottle.
- Please do not leave a fire unattended and ensure that your fire is put out before departing to your room.

#### **USE OF ALCOHOL**

- Knorhoek Wine Farm holds a liquor license.
- Please note the consumption of liquor and wine is strictly prohibited on the hiking trails, in the vineyards, gardens, swimming pools areas etc.
- Drinks and wine purchased at our guesthouse not to be consumed at our wine cellar or restaurant.

We thank you for your cooperation. Do not hesitate to contact us with any enquiries, requests or concerns at **guesthouse@knorhoek.co.za**. We are looking forward to your visit.

Kind Regards

Knorhoek Management