



Guesthouse

43 Erica Street
Heatherlands, George
madeleine@avoandoak.co.za

www.avoandoak.co.za

Terms and Conditions

Reservations:

Following an availability check, reservations must always be made to ensure your accommodation with Avo&Oak Guesthouse. Availability can be perused through our website, via email at madeleine@avoandoak.co.za or through WhatsApp at +27 83 298 4103. Bookings can be made through these channels. Formal confirmation and details of your reservation will be sent back to you if the booking was successful regardless of which of the above channels were used to make a booking. In the absence of any formal confirmation from Avo&Oak Guesthouse confirming your booking it can be accepted that no reservation was made.

Once your booking is formally confirmed all reservations are subject to the terms and conditions as set out below:

Deposit

- The provision of accommodation by Avo&Oak Guesthouse is subject to availability of its apartments and rooms.
- In the event that a deposit was paid for an apartment or room and the accommodation is not available Avo&Oak Guesthouse will refund the full deposit within 7 days from confirmation of unavailability.
- Upon confirmation of your reservation by Avo&Oak Guesthouse a 50% deposit is payable in order for successful reservation to take effect.
- Please bear in mind that cash deposits directly into the bank account of Avo&Oak Guesthouse attract additional banking fees and will be charged to the client's account upon arrival.
- Any other additional transfer or banking costs rising from the manner of deposit such as foreign currency banking fees will also be charged to the guest's account and is payable upon arrival.
- If a booking is made within 7 days prior to arrival date and availability is duly confirmed the full price of your stay is payable immediately to ensure the reservation. The reservation will only be formally confirmed after the funds have cleared in our bank account.
- Bookings may be unilaterally and irrevocably cancelled by Avo&Oak Guesthouse in the event that no deposit (of 50% - for bookings made more than 7 days prior to arrival and of 100% - for bookings made within 7 days prior to arrival) was received or Avo&Oak Guesthouse have not been furnished with a bona fide proof of payment of such deposit.
- Any outstanding balance of the full price of your stay is strictly payable on arrival and guests may be declined accommodation if no such payment has been made and has duly cleared in our bank account.
- During Peak season (from 15 December to 5 January every year) and over Easter weekend, we require full pre-payment (100% deposit) before a reservation is confirmed.
- For all group bookings a 50% deposit is payable upon confirmation of your reservation with the remaining 50% becoming due 30 days prior to arrival. Any changes to group bookings such as the increase or decrease in the number of guests and/or room or apartment exchanges must be communicated 30 days prior to arrival.

- Accommodation prices are quoted as single or per person sharing per night.
- Accommodation prices are quoted in South African Rand (ZAR).

Price Disclaimer: All rates/prices featured are subject to change without prior notice.

Payment:

Cash and all major credit cards are accepted, we do not accept AMEX, Diners Club or cheques.

We are not VAT registered.

Proof of payment must be:

- emailed to madeleine@avoandoak.co.za or
- sent via WhatsApp at +27 83 298 4103

Bank Account Details:

Account Name: MMS van Niekerk

Absa Cheque Account: 408 917 7377

Branch Code: 632005

Cancellation policy:

Our cancellation policy is fairly simple: In the event of you notifying us that you would like to cancel your confirmed reservation, before we refund any deposit the following cancellation fees will apply on your full booking:

- **Low Season (May-Sept):**
 - 14 days or more prior to arrival: 0% cancellation fee
 - Less than 14 days but more than 7 days prior to arrival: 50% cancellation fee
 - Less than 7 days prior to arrival or a non-arrival: 100% cancellation fee, no refund and you lose your booking automatically.
- **High Season (Oct-Apr):**
 - 14 days or more prior to arrival: 50% cancellation fee
 - Less than 14 days but more than 7 days prior to arrival: 100% cancellation fee
 - Less than 7 days prior to arrival or a non-arrival: 100% cancellation fee, no refund and you lose your booking automatically.
- A R200 administration fee is charged on cancellation irrespective of season, amount in deposit paid, length of reservation or when cancellation of reservation is made.
- For group reservations, as well as peak season reservations (from 15 December to 15 January as well as Easter) refunds of deposits will only be given once Avo&Oak Guesthouse has been able to successfully confirm alternative bookings or guests for the specific room(s) or apartments, for the full duration of the same dates/period, for which the reservation cancellation was made.
- No refund will be given for non-arrival of any guests and 100% of the total booking, as quoted, is payable immediately.
- Any cancellation must be made in writing to madeleine@avoandoak.co.za. No cancellation has been made if Avo&Oak Guesthouse has not formally confirmed your cancellation.
- Notwithstanding the abovementioned please refrain from cancelling at the last minute.

Refunds:

There will be no refunds for early departures or for amongst others but not limited to breakdowns of TV, heater and any other appliances or should a said breakdown be due to weather and/ or other conditions over which the house owner has no control.

Information:

- Should you be arriving later than 18h00, kindly let us know (on +27 83 298 4103) when we can expect you.
- We have to prepare for guests arriving and therefore the latest departure from Avo&Oak Guesthouse time is 10h00.
- Please keep the motorized car gate closed. It is important to note that the gate does not close automatically and should be closed after entering the premises and after leaving the premises by pressing the button on the remote control attached to your room/apartment keys.
- Upon departure and after closing the motorized gate please place your room/apartment keys in the charcoal key drop-box. This can be found on inside of the right hand side of the motorized car gate.
- Should you have any other requirements please notify us in advance and we will do our best to make your stay as pleasant as we can.
- Additional services to guests are available. These include;
 - Breakfast packs and meal vouchers for corporate guests at the cost of the company/agency.
 - Breakfast, lunch and dinner vouchers can be provided. Guests can choose from three restaurants and amounts range from R150-R300 per voucher.
 - These services should be arranged at least 48 hours prior to arrival.
 - Please note that we cannot guarantee these services if not arranged with us in advance.
- Clothing irons will be provided on request.
- As standard, and at no extra cost, each room/apartment's linen and towels are exchanged every third day.
- Daily cleaning can be requested at an extra cost of R100 per service and includes the cleaning of bathrooms, bedrooms, exchanging of linen and towels and cleaning of kitchenettes and the emptying of bins.

Please Note:

The Studio apartment is accessible by climbing a flight of stairs. Should you or any person in your party have a problem in climbing steps, please notify us when making the reservation in order for us to check availability of other suitable room(s)/apartment(s) before your arrival. If we are not notified in advance we cannot guarantee alternative room(s)/apartment(s) on arrival.

Tips/Gratuity:

We are proud of Avo&Oak's capable and friendly team. Your comfortable and enjoyable stay is their priority. You are welcome to leave a gratuity if you so wish. Such gratuity is always highly appreciated but not compulsory.

Liability:

Avo&Oak Guesthouse is not liable for any loss/damage/break-ins or fines related to any motor vehicle, trailers or caravans of guests.

Avo&Oak Guesthouse is not liable for any damage, loss or theft of personal belongings of any guests. We will hold you responsible for any damage or loss caused to our property by your acts or omissions, default, accident or neglect. By booking with us you agree to indemnify us and to pay us on departure/demand an amount reasonably required to make good or to rectify such damage or loss caused by you. Normal wear-and-tear is excluded.

Please report any accidents or incidents to the guesthouse management in connection with any damage.

Avo&Oak Guesthouse cannot be held liable if any of the following events or conditions prevent the guesthouse from fulfilling its obligation to guests:

- Unanticipated interruption to electricity, water, sewage to and from the guesthouse;
- Industrial actions, civil uprising or criminal activity;
- Fire, frost, flooding, wind or any other force majeure event.

Notwithstanding the above Avo&Oak Guesthouse will take the necessary steps to minimize disruption and discomfort to guests under the abovementioned conditions.

Environmental Policy:

The owners of Avo&Oak Guesthouse are dedicated to the protection of our planet's resources and would encourage our guests to help us by:

- Switching off lights and all other appliances when not in use
- Ensuring that taps are always turned off after use
- Avoiding the unnecessary use of towels
- Soap is provided in reusable glass containers, please don't remove these containers.

Hot Water Heated by LPGas:

By making use of LP Gas to heat our water we try to limit our electricity consumption and provide our guests with hot water on demand.

Please proceed to open the taps on the warm side (so the pilot flame could be lit) then gradually add the cold water.

In the unlikely event of continuous cold water from the warm taps, report at reception or WhatsApp us on +27 83 298 4103

Water Quality:

The tap water in George is suitable to drink and does not require any additional purification.

Power Outage:

We occasionally experience power outages in South Africa. During such power failure (load-shedding) there is little one can do until the power is restored. Any information we receive on scheduled outages will be made available to the guests. Understandable any power interruption is not ideal and a solar light has been placed in each room for your convenience. A torch or other small portable lighting can be provided upon request.

Depending on the type of power interruption an outage can last for a few minutes or a few hours.

Housekeeping:

Our rooms are self-catering and typically not serviced other than a linen and towel exchange every three days. However, if this is important to you please let us know and we will arrange additional servicing at a minimal cost to you.

Each unit is furnished with

- toilet paper,
- dishwashing liquid and
- basic bathroom amenities.

Daily cleaning can be requested at an extra cost of R100 per service and includes the cleaning of bathrooms, bedrooms, exchanging of linen and towels and cleaning of kitchenettes and the emptying of bins.

TV Channels:

We offer the standard guesthouse/hotel DStv bouquet only.

The TV and decoder are pre-set. Please do not re-set.

Turn TV **ON** and **OFF** manually at TV set or use the TV remote control **ON** button.

Use the DSTV remote control to adjust volume and to change channels.

Wifi

Included in your accommodation is free, unlimited Wifi. The Wifi network and password will be confirmed upon arrival.

House Rules:

- Check-In is from 14h00 till 18h00. If you plan to arrive later than 18h00 please let us know in advance.
- We have to prepare for new guests arriving; therefore the latest departure time is 10h00. Please leave the keys in the charcoal box at the gate.
- Strictly **NON-Smoking** in any rooms and/or apartments. Please smoke outside and make use of the ashtrays provided in the designated areas.
 - Please do not place any cigarette butts in any plant boxes or plant pots. If you are caught smoking in the building and/or in any room(s) a R1000 penalty fee will be charged and you will be asked to leave the property without any refund on your stay. Please don't smoke while standing inside next to a window.
 - You may smoke outside.
- We trust in your honesty - kindly notify us of any breakage and please pay or replace item(s) before or on departure.
- You may use your bathroom(s) to hang out clothing items. Please refrain from hanging towels and clothing over the beds/furniture or outside balcony rails. If you need any more rails for clothing, please let us know.
- Consider your fellow guests and keep the noise level down after 21h00.
- Please remember that Avo&Oak Guesthouse and its facilities are for paying guests only. The number of people is restricted to the number of guests as per the agreed booking.
- For safety and security reasons only residing guests are allowed to sleep over. Guests not accounted for in the reservation may be asked to leave at the owner's discretion. A penalty of 100% of the overnight fee will be charged if this is ignored.
- Guests must refrain from having visitors between 21h00 and 08h00.
- No events or parties may be held at the premises without written approval.
- Please do not use guest rooms for business activities or any purposes other than accommodation use, without the consent of the Guesthouse owner.
- A R500 key replacement fee applies if you lose your keys and remote control.
- This is a pet-free zone. We do not allow any pets.
- The towels supplied are only for shower, bath and using inside the house and strictly not for outside use.
- *We pride ourselves in using excellent quality linen on our beds and kindly ask you not to eat or drink on our beds – **stained linen will incur extra costs.***
- Our bedrooms are not designed for serious cooking; we do have a mini-fridge should you wish to store food.
- No excessive consumption of alcohol will be tolerated and inebriated guests may be asked to leave at the owner's discretion.
- Please take the utmost care on all floor surfaces and on the balcony, it might be slippery when wet.
- Kindly remember to switch off lights and appliances after use.
- In the interest of security, please lock the doors as you leave. Make sure to close the motorized gate after entering the premises as well as leaving the premises as it does not close automatically.
- Although the guesthouse management takes responsible steps to ensure the safety and security of all guests and their possessions, guests retain final responsibility for their own safety and security.
- Please double check your room/apartment before departure for any of your items. Avo&Oak Guesthouse cannot be held responsible for any items lost or left behind. You will be required to pay any costs incurred to return items to you. In the event that Avo&Oak Guesthouse cannot determine the ownership of an item left behind within one week after discovery of such item it will be given to charity.

- Guests have no access to rooms and areas marked as "PRIVATE".
- Maintenance, gardening and housekeeping employees will not accept instructions from guests. Please contact the manager for assistance.
- Maintenance and housekeeping problems should be reported to reception or the manager and not to the housekeeping staff.
- Water is precious, please use it sparingly.
- Disclaimer of Liability: All persons entering this property and using its facilities, parking areas and outside spaces, do so entirely at their own risk. Neither the owner nor its employees and/or representatives shall be responsible and/or liable in respect of theft and/or loss or damages sustained to property or persons or any customer and or employee and/or patrons whilst on the premises for whatsoever reason.
- By making a booking and subsequent reservation you confirm that you understand the house rules and accept them as a condition of your stay. Failure to adhere to the house rules may result in the immediate removal of the guest and/or their company without compensation or refund.

THE MANAGEMENT RESERVES THE RIGHT TO ADD TO OR ALTER ANY OF THE ABOVE TERMS, CONDITIONS AND RULES AT ANY TIME WITHOUT PRIOR NOTICE.