

## Terms of Self Catering Chalets

### The Following Terms and Conditions apply to all guests at The View on Vaal Resort

#### CHALETS

Thank you for making a booking with us.

A non-refundable deposit is required. To confirm a reservation.

50% Deposit of total booking value.

One night stay only – Full payments apply.

Balance is payable at least two days prior to arrival.

Credit Card Facilities during office hours are available in our office. We unfortunately have loadshedding on the premises.

Normal CHECK-IN time: 15:00

Check in after 16:00 only if prior arrangement has been made.

No Check-in will be made after 17:00. As no one will be here to give you keys for the unit.

Normal CHECK-OUT time BEFORE 10:00 (otherwise an extra day's accommodation charge may apply.)

All bookings and accommodation types subject to availability.

Nothing may be removed from the Chalet! As you will be charged if there is anything missing.

TV – Smart tv are available in each chalet with Wi-Fi.

Visitors allowed during resort times.8:00-18:00 (Need to be out by 18:00.)(entrance fee to be paid at gate)

The View on Vaal Accepts no responsibility for any injury/accident/losses/damages to you or any of your guests, during your stay.

All damages/losses to any piece of resorts property, furniture or fittings, will be for guests' account.

No loud music, noise or excessive use of alcohol allowed- The View on Vaal IS A FAMILY RESORT

NO GLASS ITEMS ARE PERMITTED ON THE GROUNDS OF THE VIEW ON VAAL

Minor children must be always accompanied by an adult.

Bath towels not allowed at swimming pool- please bring your own swim/ Beach towels.

The View On Vaal Resort shall have lien over the luggage, clothing and personal possessions of any guest to regards to any claim against the guest what so ever.

Changing of accommodation type according to availability or certain situations reserved.

No Pets Allowed. UNLESS IT'S A GUIDE DOG ON A LEASH (PERMIT TO BE SHOWN AT GATE)

NO SMOKING allowed inside any Chalet or room. (should guest fail to comply with this rule, a cleaning fee of R500 will be charged)

Keep area around your unit neat or and additional cleaning fee of R500 will be charged.

Please confirm your estimated ARRIVAL TIME at least one day before your ARRIVAL (WhatsApp or phone)

#### Cancellation Policy

If cancelled or modified up to 17 days before date of arrival -25% of total price of reservation will be charged

If cancelled or modified up to 11 days before date of arrival -50% of total price of reservation will be charged

If cancelled or modified up to 7 days before date of arrival -75% of total price of reservation will be charged

If cancelled or modified closer than above stated or in case of no show – total price of reservation will be charged.

All refunds: a R150 ADMIN FEE WILL APPLY.

Note: NO REFUNDS FOR

NON-/ Late Arrivals

Early Departures

Reduction in the number of guests.