

# Terms and Conditions

## RESERVATIONS, PAYMENT AND TERMS

- Hampton House operates as a business in the bed and breakfast industry. We do cater for dinner, small functions and photo shoots in the garden.
- Rates are based on the number of people that occupy a room. We charge a supplement in our family rooms when there are more than 2 people staying.
- Persons over the age of 12 years are considered as adults.
- A Reservation is not confirmed until the Guest House has received a deposit (50%), credit card details or voucher with surnames, contact number, of each guest is provided to the guest house.
- Accommodation is payable in advance or on arrival unless otherwise agreed in writing.
- Company's who require an account must complete a credit application form otherwise payment must occur before /on check out.
- The Guest House will provide a Pro Forma invoice that serve as confirmation of the booking with a unique reference number.
  
- It is the responsibility of the Guest to check all details are correct upon receipt of the reservation confirmation
  
- A Fee of 50% is payable should a confirmed booking be cancelled with less than 7days notice.
- Cash, internet transfers (bank details provided on pro forma invoice) and major credit cards (Visa, MasterCard, Diners or American Express credit cards) are valid payment methods. Cheques and debit cards are not accepted.
- Credit card transactions will be acquired for Hampton House via PayGate (Pty) Ltd who are the approved payment gateway for ABSA South Africa. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.
  
- Customer details will be stored by Hampton House separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to [www.paygate.co.za](http://www.paygate.co.za)
  
- The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction Currency is South African Rand (ZAR).
  
- Hampton House takes responsibility for all aspects relating to the transaction including accommodation and services sold on this website, customer service and support, dispute resolution and delivery of accommodation
  
- The full cost of the accommodation is payable if a guest fail to arrive, or cancel a reservation with less than 24 hour notice.

- The full cost of dinner is payable if cancelled with less than 24 hour notice.
- If the Guest House is able to resell any rooms cancelled, it will be deducted from the cancelled reservation.
- Refunds will only be made after the payment has been cleared into Hampton House's Bank Account. A 10% administration fee is charged on all refunds.
- The Guest House reserves the right to move a guest to alternative accommodation of similar standard due to unforeseen events that would cause the Guest discomfort
- Discounted rates will be revised should the conditions of the discounted rates not be adhered to.
- Rates are subject to change without notice.
- Quotations are valid for 7days unless otherwise specified.
- An administration fee of 10% will be added to any service the Guest House pay on behalf of the guest.
- Hampton House may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### **CUSTOMER PRIVACY POLICY**

- Hampton House shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:

[http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569)

### **ARRIVAL AND DEPARTURE**

- Check in time is between 14:00 and 19:00. No check in will be made after 22:00. **This is necessary to ensure the security**, comfort and well being of other guests.
- Check out time is before 11:00 to enable the room to be prepared in time for new arrivals.
- Late check out/ early check in that it means that the room can't be occupied for the following/previous night, will result in an additional single occupancy accommodation charge.

### **SERVICE HOURS**

- The reception desk is open from 07:00 to 19:00 on weekdays and from 08:00 to 15:00 on weekends and public holidays.
- If assistance is required outside office hours, prior arrangement must be made.
- Viewing of rooms can be done on our website. Due to security reasons we do not allow ANY viewing without prior arrangement.
- No rooms are available for viewing when occupied or on weekends or Public Holidays.
- All guest rooms are serviced daily between 8:00 and 12:00.
- Housekeeping Services are available only once on weekends for any long term, self catering staying guests.

- Same day Laundry Services are available between 8:00 and 13:00 on weekdays.
- Next day Laundry Services are available outside the above hours and on weekends and Public Holidays.

## MEALS

- Breakfast is served on weekdays from 07:00 to 08:30 . On weekends and public holidays breakfast is served from 08:00 to 09:30.
- We offer dinner but need at least 24 hour notice. Dinner is served from 18:00 to 20:00.
- If you require meals outside of these times, prior arrangements must be made.
- No refunds will be made in the event that breakfast is not taken for whatever reason.

## SELF SERVICE FACILITIES, ENTERTAINMENT

- Guests are allowed to bring their own drinks onto the premises at the guest house. We do not have a liquor license.
- Guests may entertain a maximum of two visitors with prior arrangement no later than 22:00. Entertainment must not cause disturbance to other Guests.
- If visitors stay over, the rate will change accordingly.
- The Guest House provides a free wireless internet service but cannot guarantee that the service will be available at all times and all parts of the property. The Guest remains responsible for their own security when utilising this service.
- The Swimming pool is for use of guests between 9:00 and 17:00 and no children under the age of 12 will be allowed unsupervised.

## VEHICLE PARKING

- Parking is limited to one vehicle per room unless a prior arrangement was made with the Guest House
- One remote control and set of keys is provided per room.
- The keys must be returned to Reception when checking out or deposited in the red key box at the gate.
- We accept no responsibility for damage or loss to your vehicle.

## SMOKING POLICY

- **NO SMOKING** is permitted indoors, in guest rooms or in enclosed public areas. Guests that smoke in these areas will be **fined** one nights accommodation. No exception will be made under any circumstances.

## PET FRIENDLY

- We do accept small, house trained pets with prior arrangement
- Should a room require excessive cleaning or have any damages because of the pet , the Guest will be held liable for the cost to return the room to its previous condition.

## LOSS AND DAMAGE

- The Guest will retain personal liability for any loss or damaged caused to the property of Hampton House (except wear and tear)
- All damage must be reported to Reception immediately
- The Guest House takes reasonable steps to ensure the safety and security of the Guests and their possessions, although Guests retain the final responsibility for their own safety and security.
- The Guest House can not be held responsible if any of the following events prevents the Guest House from fulfilling the its obligation to the Guest;
  - Interruption to the electricity, water and sewage service that is not under the Guest House's control
  - Industrial action
  - Criminal activity
  - Fire, flooding or any "Act of God"