



**In Order to make your stay as pleasant as possible, We kindly requests your co-operation in observing the following as an agreement between yourselves and Treebia Guesthouse.**

Guest registration forms must be signed on arrival and will serve as an acknowledgement and acceptance of the terms and conditions listed below.

### **1. Tariff**

The tariff is per unit inclusive of DSTV, wifi, and Maid service twice weekly (additional days can be arranged at a cost of R120 per half day). Bed linen will be changed weekly unless otherwise requested.

### **2. Settlement Of Bills**

A 50% deposit is required to secure a booking and the balance must be settled at check in. For bookings exceeding 7 days a R3000 breakage deposit will be levied and only refunded upon satisfactory inspection of the unit at check out. *Personal cheques are not accepted.*

### **3. Lien On Guest's Luggage And Belongings**

In the case of default in payment of dues by a guest, Treebia Guesthouse shall have the lien on their luggage and belongings, and be entitled to detain the same and to sell or auction such property at any time without reference to the guest. The net sale proceeds will be appropriated towards the amount due by the guest without prejudice to Treebia Guesthouse's rights to adopt such further recovery proceedings as may be required.

### **4. Check-in**

Check in time is 3pm unless by prior arrangement. Please present your ID card, Passport or Temporary Residence Card upon Check-in. By Law visitors must present personal documents for hotel records. These documents may be held at the discretion of the establishment and returned upon departure.

### **5. Departure**

Check out time is 10am please inform us if you wish to retain your room beyond this time. Extension will only be given depending on availability. If the room is available, normal tariff will be charged. On failure of the guest to vacate the room on expiry of period the management shall have the right to remove the guest and his/her belongings from the room occupied by the Guest.

### **6. Guest's Belongings**

Guests are particularly requested to lock all doors when going out and going to bed. For the convenience of the Guest, each unit is fitted with a security system and safety lockers are provided in the room to store any valuables.

Treebia Guesthouse will not in any way whatsoever be responsible for any loss / or damage to the Guest's belongings or any other property from either the hotel room or the locker or any other part of the hotel for any cause whatsoever including theft of pilferage. Guests are requested to remove all belongings from vehicles at all times and Treebia Guesthouse accepts no responsibility for any loss or damage resulting from a failure to do so.

## **7. Luggage Storage**

Subject to availability of storage space and upon request, guests can store luggage at the guest's sole risk as to loss or damage from any cause. Luggage may not be stored for period of over 7 days.

## **8. Pets**

Treebia is a pet friendly establishment on the following conditions:

- Prior arrangement is made with accurate description of such pets (We reserve the right to refuse a booking in the event of pets being too large or too many in number for our premises.)
- Guests provide adequate bedding for such pets and ensure that pets are kept off bedding and furniture at all times.
- Guests are responsible for the behavior of their pets at all times and no pets are permitted to be left unattended unless by prior arrangement.
- The rights and well being of neighbors and other guests staying at Treebia must be respected at all times and Treebia reserves the right to terminate any booking at its sole discretion in the event of a complaint from said neighbors and or guests.
- A R3000 damage deposit will be levied on all bookings with pets against any potential damage caused through failure to adhere to the above.

## **9. Hazardous Goods**

Bringing goods and / or storing of raw or exposed cinema films, or any other article of a combustible or hazardous nature and / or prohibited goods and / or goods of objectionable nature is prohibited.

The Guest shall be solely liable and responsible to the management , its other guests , invitees visitors, agents and servants for all loss financial or otherwise and damage that may be caused by such articles or as a result of the guests's own negligence and non-observance of any / instructions.

Gambling, contraband, prostitution, weapons, explosives, flammable objects, poisons, drugs and pungent food are strictly prohibited on hotel premises.

## **10. Damage to Property**

The guest will be held responsible for any loss or damage to the property caused by themselves, their guests or any person for whom they are responsible.

## **11. Management's Rights**

It is agreed that the guest will conduct him/ herself in a respectable manner and will not cause any nuisance or annoyance within the guest house premise .

Management has the right to request any guest to vacate his/her room or other areas of the guest house forthwith, without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of the default, Management has the right to remove the Guest's luggage and belongings from the room occupied by him / her.

## **12. Relation between Treebia Guesthouse and Guest**

Nothing herein above shall continue or be deemed to constitute, or create any tenancy or sub-tenancy , or any other right to interact in the guest house premises or any part of portion thereof, in favour of any guest or resident or visitor, and Management shall always be deemed to be in full and absolute possession of the whole of the guest house premises .

## **13. Government rules and regulations and application of laws**

Guest are requested to observe , abide by, conform to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

