

Villa La Pensionne Guest House

Terms & Conditions



1. All rates are in South African Rand and include Value Added Tax (VAT) at the prevailing rate.
2. Rates are subject to change without prior notification.
3. Invoices to be paid in full prior arrival, unless arrangements has been made with our accounts department.
4. Check in time is from 2pm, and rooms shall be vacated by 10am.
5. In terms of the Immigration Amendment Act no.19 of 2004, positive personal identification will be required at the time of making your booking or upon check in. A valid Passport or an ID Document will be acceptable.
6. Villa La Pensionne Guest House has the right to cancel non-guaranteed reservations at 12pm the day before arrival, if a travel agent voucher / company order / credit card authorisation / pre-payment has not been received, or as indicated on the confirmation of the reservation. Villa La Pensionne Guest House has the right to cancel accommodation, should the long term guest extend their stay.
7. Cancellation fee prior to arrival:
 - Within 14 days, 25% of the booking value
 - Within 3 days, 50% of the booking value
 - Within 24 hours, 100% of the booking value
 - No arrival, 100% of the booking value
 - If circumstances shorten your planned stay, a 50% cancellation fee will be charged on the remaining amount
8. In order to guarantee the reservation, the following must be provided:
 - a) 50% deposit of the total amount due on the booking confirmation
 - b) Details of one of the following recognised credit cards: American Express, Diners Club, Master Card or Visa.
 - c) The Travel Agent voucher or company purchase order
9. A 4% credit card fee will be charged when paying by credit or debit card

I, _____ understand & accept the term and conditions of Villa La Pensionne Guest House.

Sign

Date