



## Getaway Gateway Terms and Conditions

### 1. Terminology

In this agreement the following terminology will be used:

- **Owner-** refers to the holiday rental accommodation establishment Getaway Gateway.
- **Guest-** refers to every number of persons residing in any of the holiday accommodations offered by Getaway Gateway.

### 2. Booking and Payment

- A 50% deposit is required to secure your booking reservation.
- The balance is due 14 days prior to check-in date.
- Payment methods accepted: bank transfer.

### 3. Cancellation Policy

- Cancellations made within 7 days before arrival, forfeit 100% of the booking total.
- Cancellations made within 14 days before arrival, forfeit 75% of the booking total.
- Cancellations made within 21 days before arrival, forfeit 50% of the booking total.
- If cancelling 31 days before arrival, forfeit 25% of the booking total.
- Any no-shows will be charged the full rental amount.

### 4. Breakage Deposit

- A breakage deposit of R2000 payable on arrival is required for all accommodations and is refundable subject to the condition of the property upon checking-out.
- This deposit will be refunded within 7-10 working days after departure date, provided there are no losses and/or damages found during inspection.



## 5. Check-in and Check-out Information

- Check-in time: From 15:00 onwards
- Check-out time: By 10:00
- Late check-outs will incur additional fees of R350 per hour or part thereof.

## 6. Rates

- Rates are subject to change without notice and as a result will not be displayed on the website but released upon request.
- The quoted rate includes all taxes.
- The quoted rate is per night and as self-catering accommodations only.

## 7. Guest Responsibilities

- The Guest must agree to keep the property clean and in good condition.
- No noise and/or loud music is allowed after 22:00 and before 08:00.
- No smoking is allowed inside the premises.
- No partying is allowed in any accommodations.
- Dispose of waste properly.
- The maximum number occupants may not be exceeded.

## 8. Damages and Liability

- The Guest is responsible for any damages and/or loss caused during their stay.
- The Owner is not liable for any accidents, injuries or loss of personal belongings.

## 9. Termination of Agreement

The Owner reserves the right to terminate the agreement if the Guest violates the terms and conditions stated herein. In these circumstances, no refunds will be issued.

## 10. Governing Law

This agreement is governed by the laws of South Africa.



## **11. Privacy and Data Protection**

- All guests information will be kept confidential and only used for the intended booking and legal purposes.
- Personal data will not be shared with third parties without consent.
- For more information, read about our privacy policy.

## **12. Force Majeure**

Neither party shall be held liable for failure to fulfil their corresponding obligations due to events beyond their control including but not limited to any Act of God, natural disasters, terrorism, government restrictions and/or other unforeseen circumstances.

## **13. Access and Inspection**

- The Owner or property manager may enter the premises for emergencies or maintenance routines with reasonable notice.
- Unannounced inspections will only occur during situations of urgency.

## **14. Utilities and Services**

- The rental fee includes water, electricity and WiFi.
- Excessive usage may result in additional charges.

## **15. Lost and Found**

- Any personal belongings left behind will be stored for 10 days before being disposed of.
- The Owner is not responsible for any guest's lost or forgotten personal items.

## **16. Parking Regulations**

- Each accommodation is equipped with one parking bay, garage and/or carport.
- The Owner is not responsible for any theft or damage/s to vehicles parked at the premises.



### **17. Use of Premises**

- This rental property is intended for personal vacation use only.
- Unauthorized events or parties are strictly prohibited.

### **18. Local Rules and Compliance**

Guests must comply with all local regulations including community regulations, fire codes and waste managements.

### **19. Indemnification**

The Guest agrees to indemnify and hold the Owner unaccountable from any claims and/or liabilities arising from their stay at the property.

### **20. Acceptance of Terms**

By making a booking, it is accepted that the Guest acknowledges they have read and understood these terms and conditions and agrees to abide by them.