

Glen Maine Guest House Terms and Conditions

1. Reservations, Payment, and Terms

1.1. Reservations are accepted on a '**per person**' basis and not a room basis. Rates are therefore subject to the number of people that occupy a room. Children from the ages of 0-4 stay free of charge. No child rates.

1.2. Bookings can only be confirmed if the guest house receives a 50% deposit on accommodation, along with the Guest name, surname, number of persons sharing each room, cell phone number of the Guest, email and confirmed payment method. Balance is payable 7 days before check-in at Glen Maine Guest House.

Cancellation policy:

1.3. 50% deposit is required within 48hr to secure the booking when made.

1.4. 100% of deposit will be paid back if cancellation is made 14 days before arrival.

1.5. The full deposit will be forfeited if the confirmed reservation is cancelled within 7 days of arrival.

1.6. Discounted rates will be revised should the duration of stay be decreased or interrupted.

1.7. The Guest retains personal liability for the bill until the employer, agent, or person that made the reservation on his or her behalf has settled the account.

1.8. Cash, internet transfers and all major credit cards are valid payment methods. Amex cards and cheques are not accepted.

1.9. The maximum refund value under any circumstances is 80% of the charge. Refunds will only be made after payment has been finally cleared by the bank or Credit Card Company. This process can take more than 30 days.

2. Arrival and Departure

2.1. Check in time is between **14:00** and **20:00**, unless prior arrangements have been made. No check-in will be made after 20:00, unless arranged with management. This is necessary to ensure the security, comfort, and wellbeing of other guests.

2.2. Check out time is at **10:00**, unless prior arrangements have been made. No check-out after 11:00. This is to enable the room to be prepared in time for new arrivals. Guests that check out after 11:00 without prior arrangement will be liable for an extra night's accommodation, as we will not be able to service the room in time for new arrivals.

2.3 At check-in, the guest must complete the guest register with all required information, if not completed online.

3. Service Hours

3.1. Management and staff are available from 08:00 to 17:00 Monday to Fridays and 08:00 to 10:00 on weekends and public holidays. We do not have a reception desk that is manned, please contact 082 568 3800 or 082 839 0953.

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Glen Maine Guest House
67A Ilkey Road
Lynnwood Glen, Pretoria
082 568 3800
info@glenmaine.co.za

4. Security & Storage

4.1. Although the guest house takes all reasonable steps to ensure the safety and security of Guests and their possessions, Guests retain final responsibility for their own safety and security. Keep rooms locked at all times.

4.2. The guest house does not provide storage facilities for personal belongings or vehicles.

5. Loss or Damage to Guest House Property

The Guest retains personal liability for any loss or damages caused to the property of Glen Maine Guesthouse (excluding wear and tear).

6. General Incapacity

The guest house cannot be held liable if any of the following events or conditions prevents the guest house from fulfilling its obligation to Guests. The guest house will take all reasonable steps to minimise disruption and discomfort to Guests under these conditions.

6.1. Unanticipated interruption to the electricity, water, sewage from or on the guest house property.

6.2. Industrial action, civil uprising or criminal activity.

6.3. Fire, frost, flooding, subsidence or any other force majeure event.

7. House Rules

1.1. No pets allowed.

1.2. No smoking inside the rooms or guest house.

1.3. No parties and loud music allowed. Quiet hours between 22:00pm and 06:00am.

1.4. Please keep noise to a minimum and respect other guests on the property.

1.4. During the week there is daily cleaning services. Cleaning services during weekends on request. Long stay guests receive a cleaning service one day per week. Should you not want cleaning services, please let management know.

1.5. Laundry services available at an additional cost, with a 24-hour turnaround time at an additional cost.

1.6. One parking space per room only. Visitors to park outside the guest house.

1.7. No unregistered guests allowed.

1.8. Breakfast, dinner and lunch boxes can be arranged at an additional cost with a 24-hour lead time.