

TERMS & CONDITIONS

MONGOOSE GUESTHOUSE

6 SANDKUILSLLOT

KALAHARI GOLF EN JAG LANDGOED, KATHU

P. O. BOX 206, KATHU, 8446

GENERAL TERMS AND CONDITIONS RELATING TO BOOKINGS

The "Service" provided and invoiced by Mongoose Guesthouse includes, but is not limited to, the **reservation** of a room for a specific date for a specific customer and/or providing the agreed upon room and additional services as confirmed on the invoice.

To avoid any misunderstanding, a booking confirmed by a voucher, pre-payment or emailed invoice constitutes a **binding contract**. Cancellations within **7 days** of check-in date will be invoiced per email confirmation, purchase order or voucher unless it can be re-let, including premature curtailment.

We require full pre-payment to secure your booking.

Our payment terms are 7 days before check-in date.

In the event of premature departure, we may charge for the full original booking.

Cancellation or date-related changes 0 - 7 days before date of arrival, or no-show – full invoice payable.

Cancellation or changes 8 days or more before date of arrival – cancellation accepted without charges.

Credits will only be held for 6 months from original booking.

Refunds will incur a 5% administration fee to cover bank charges and additional admin costs.

No Cash must be paid into the bank account, else the service fee will be added to your account.

Accommodation might automatically be cancelled if the pre-payment is not received within 2 days of making the booking – but this does not resolve the customer of any liabilities in terms of its obligation relating to payment for the service provided as stated in the first paragraph above, or timeous notification of cancellation or changes to the booking.

Check-in time: 2pm – 7:30pm. Late check-in's to be arranged personally with owner prior to arrival – otherwise it will incur a surcharge of R345.00 p/hour. No check-in's will be accommodated after 10pm (22:00).

Check-out time: 10am.

We reserve the right to charge an administration fee of R69.00 for each change request on the invoices of confirmed bookings (in cases where excessive/abnormal changes are required), including name changes if a replacement invoice is required. The admin fee will be added to the new invoice.

The Terms and Conditions of this booking are deemed to be accepted on receipt of the voucher, purchase order, emailed confirmation or invoice, or Credit Card details for Authorised Manual Transaction payment.

Right of Admission Reserved.

No persons other than those quoted for, are permitted to share the accommodation. Please avail these terms and conditions to your clients.

Herewith our banking details:

Mongoose Guesthouse

ABSA Bank

Kathu

Code:632005

Acc: 4074 658 235

Please fax or e-mail proof of payment to:

Fax: 086 2166 914 Email; reservations@mongooseguesthouse.co.za

Credit Card Payment Detail

Card Holder :.....

Card Type :.....

Card No :.....

Expiry :.....

CVC :.....

Full invoice amount will be processed when receiving card details

Mongoose Guesthouse House endeavours to ensure that the highest standards are adhered to in the preparation and cooking of our foods for human consumption. This includes strictly ensuring that our staff who prepare our food are tidy and clean at all times, which includes washing their hands with a hand sanitizer every few instances.

- We are open to receiving any legitimate / honest consumer complaints from our customers subject to the following:
- The customer must read the check-in form and declare any product or ingredients that the customer is allergic to. The customer accepts that the business cannot be held liable for any harm that it (the customer) endured due to failure to inform Mongoose Guesthouse.
- Subject to the Consumer Protection Act and / or other laws / regulations, the business shall remedy the situation in any appropriate of the following ways:
 - Giving a refund to the customer, or
 - Submitting the defect goods for new ones, or
 - Any other appropriate and mutually agreeable manner.

RETENTION OF YOUR PERSONAL DATA

The Company will retain Your Personal Data only for as long as is necessary for the purposes that is was collected. We will retain and use Your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Service, or We are legally obligated to retain this data for longer time periods.

TRANSFER OF YOUR PERSONAL DATA

Your information, including Personal Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of Your province or other governmental jurisdiction where the data protection laws may differ than those from Your jurisdiction.

Your consent to this Privacy Policy followed by Your submission of such information represents Your agreement to that transfer.

The Company will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Policy and no transfer of Your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of Your data and other personal information.

CONSENT CLAUSE DISCLOSURE OF PERSONAL INFORMATION

A. THE CLIENT understands that the personal information given herein is to be used by Mongoose Guesthouse (Pty) Ltd for the purposes of reservations and payment processing. THE CLIENT confirms that the information given by him / it is accurate and complete. THE CLIENT further agrees to update the information supplied, as and when necessary or if requested to do so, in order to ensure the accuracy of the above information, failing which Mongoose Guesthouse (Pty) Ltd will not be liable for any inaccuracies.

B. Mongoose Guesthouse (Pty) Ltd has THE CLIENT'S consent at all times to contact and request information from any persons, or businesses, including those mentioned in this form and to obtain any information relevant to THE CLIENT'S booking and payment thereof.

C. THE CLIENT agrees that the information given in confidence to Mongoose Guesthouse (Pty) Ltd by a third party of The Client will be used for the purposes for which that information is given or as provided for by legislation.

D. THE CLIENT hereby warrants that the information given to Mongoose Guesthouse (Pty) Ltd in terms hereof, is both true and correct.

E. THE CLIENT hereby consents to and authorises Mongoose Guesthouse (Pty) Ltd at all times to furnish personal and credit information concerning THE CLIENT'S dealings with Mongoose Guesthouse CC to a credit bureau and to any third party seeking a trade reference regarding THE CLIENT in his dealings with Mongoose Guesthouse (Pty) Ltd.

Thank you,
Paul Hibbert
Accounting Officer