

# 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 0 - 7 days before date of arrival, or no-show – full invoice payable.**

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

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

**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 - **8pm**. Late check-in's to be arranged personally with owner prior to arrival – otherwise it will incur a surcharge of R171.00. No check-in's will be accommodated after 10pm (22:00).

**Check-out time:** 10am.

**Changes** made to confirmed bookings: An administration fee of R57.00 will be levied for each change request on confirmed bookings, 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@mongoosequesthouse.co.za](mailto:reservations@mongoosequesthouse.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.

## **CONSENT CLAUSE DISCLOSURE OF PERSONAL INFORMATION**

- A. THE CLIENT understands that the personal information given herein is to be used by Mongoose Guesthouse CC for the purposes of assessing his / its credit worthiness. 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 CC will not be liable for any inaccuracies.
- B. Mongoose Guesthouse CC has THE CLIENT'S consent at all times to contact and request information from any persons, credit bureaus or businesses, including those mentioned in this form and to obtain any information relevant to THE CLIENT'S credit assessment.
- C. THE CLIENT agrees that the information given in confidence to Mongoose Guesthouse CC by a third party on 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 CC in terms hereof, is both true and correct.
- E. THE CLIENT hereby consents to and authorises Mongoose Guesthouse CC 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 CC.

The information in this e-mail is confidential and is intended solely for the addressee. If you have received this e-mail in error, you are hereby notified that any review, copying or distribution is strictly prohibited. Please inform the sender immediately and destroy the original. Mongoose Guesthouse CC accepts no liability of whatever nature for any loss, liability, damage or expense resulting directly or indirectly from access to this message and any files or links that are attached hereto. This e-mail is opened strictly at your own risk.

Thank you,  
Paul Hibbert  
Accounting Officer