

PALMHOF CHALETS

Rules & Regulations

The following are the terms and conditions under which rooms are sold. Please read them carefully.

Right of admission

- Management reserves the right of admission to any person to the premises.
- No guest's visitors (non-guest residents) are permitted on the premises without prior consent from management. Visitors are asked to leave by 10pm. The security guard and management maintain the right to escort any unauthorised persons from the premises.
- All visitors must report to the office first and present identification
- Proof of identification is required by all guests upon arrival (excluding minors)

Departure

- Our check-out time is 10am, unless prior arrangements have been made with management. Upon departure, rooms and included fixtures are required to be in good working order. We have the right to charge a late checkout fee.

Liability

- The management, employees or representatives are not liable and responsible for any injuries nor losses to guests, and/or their visitors regardless of the circumstances surrounding the loss of injury, accident to any person or loss of or damage to property brought by me/us upon the company's premises regardless whether such injury, loss or damage results from the negligence of the company or from any other cause whatsoever on the premises. Guests are advised to look after their valuables.

Vehicles

- No responsibility will be taken for any loss to property or damage to vehicles or injury to persons due to fire, theft or any other cause whatsoever while on Palmhof Chalets premises.

General liability

- In lieu of any condition or liability complied by Law, the liability Palmhof Chalets in respect of any defect or failure in service supplied or damage attributable thereto is limited to making good replacement or refund (at Palmhof discretion) of only the service provided by Palmhof Chalets. Any complaints must be made within two days of service rendered. No claim for consequential damages, however arising, will be entertained. The liability excluded faults caused by fair wear and tear, abuse of service by guest, acts of God or any other cause beyond Palmhof Chalets reasonable control.
- Management is not liable in any manner whatsoever for any water and electricity shortages. Palmhof chalets is not equipped with a generator in case of black out or power shortages.

Personal obligation

- I agree that my liability for the stay at Palmhof Chalets is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or full amount of the charges. I also agree to abide by the rules and regulations of Palmhof Chalets, which has been read, received and understood by me.

Settlement of Bills (Payment in Advance)

Bills must be paid upon presentation. Cheques are not accepted. With regard to room accommodation, our Policy is as follows:

- Full payment prior to moving into room/room allocation
- That guest(s) make payment in advance, in the event of extended stay.

Non-smoking

- Palmhof Chalets is a non-smoking establishment. You are prohibited to smoke in any of the units. It is against the law to smoke in a non-smoking environment. (No 83 of 1993 : Tobacco products Control Act, 1993. Government gazette, 2 July 1993.) Any person who disregards our non-smoking policy will be liable to a R1000.00 fine. Smoking is allowed outside of the unit. Please discard cigarette buds in the ashtray provided outside your unit. If an ashtray is not available, the office will provide you with one.

Access to room

- Management and employees are permitted to enter any room in the ordinary course of duty to view the conditions of the premises and to execute all necessary cleaning, repairs and work.

Playing of music

- Playing of music and any other disruptive behaviour will not be tolerated. Please be respectful to the other guests and obey the security guard. If you do not adhere to the rules and regulations of Palmhof Chalets, you will be asked to vacate the room and leave the premises immediately.

Visitors/Extra guest(s)

- No guest's visitors (non-guest residents) are permitted on the premises without prior consent from management. Visitors are asked to leave by 10pm. The security guard and management maintain the right to escort any unauthorised persons from the premises.
- All visitors must report to the office first and present identification
- If visitors are sleeping over, full payment must be made in advance.

Privacy of contract

- For in-house/staying guest(s) the accommodation contract is between the guest(s) and/or their agents on one hand and Palmhof Chalets on the other hand. This contract gives certain rights and obligations to both parties. These rights and obligations are not transferable to any other party who is not privy to the contract.

Inventory list

- Please do not remove any items from the unit. You will be held responsible for any damages or missing items. An inventory list is provided in the Information booklet in your unit which confirms all of the items supplied in the unit.

Room keys

- Keys of the unit must be handed in at the office or at the security guard on departure. You will be held responsible for any damage or loss to the key or remote.

Conservation

- Guests are advised to conserve both electricity and water.
- When leaving your unit, please ensure that all air conditioning units, TV's and lights are switched off. Also ensure that taps are closed tightly to reduce water wastage.

Regulations

- Guests are required to adhere to regulations given by the management to control use of common areas and entrances and exits to the premises. Regulations include controls of noise pollution and respect of other people in public entrances and exits to the premises. Regulations include controls on noise pollution and respect of other people in public areas.

Damage to property

- Please be respectful to furniture, appliances and linen during your stay. Guests will be held liable for items damaged or broken by themselves, their friends or any of their visitors.

Weight restrictions

- Guests may not put any article, which could create a stress on the floor on the premises.

Cooking

- No cooking is allowed in guestrooms (Room 5 and 6) except self-catering units.

Children and pets

- Pets are allowed on the premises – with prior arrangement. Your pet/s is your responsibility and must not be a disturbance to other guests.
- Please supervise all children and pets. Palmhof Chalets cannot be held responsible for any damages, loss or injuries. All facilities are used at the guest's own risk.

Fire arms

- No fire arms will be allowed on these premises. Exceptions can be arranged with management.

Swimming pool

- No lifeguard on duty, swim at your own risk. Owners and Management are not responsible for accidents or injuries.
- The pool is for private use, members and guests of Palmhof Chalets only.
- No diving or running.
- No boisterous or rough play.
- No food or glassware in or near the pool.
- Children shall not use the pool without a parent or adult guardian in attendance.
- No animals or pets allowed in the pool.
- Adults should not swim alone.
- No person under the influence of alcohol or drugs can use the pool or the pool area.
- No person with skin, eye, ear or nasal infection, open sores/cuts or diarrhoea allowed in the pool.
- No person with communicable disease allowed in the pool.
- Maximum of 15 persons are allowed in the pool.
- Proper swimwear is required at all times.
- You are not allowed to use the white bath towels at the pool. Swimming towels are available at reception upon request.
- The pool may be closed from time to time due to maintenance or chemical treatments. A notice will be put up at the pool gate.
- Management reserves the right to deny use of the pool to anyone at any time.
- A first aid kit is located and available at reception.
- Emergency Telephone number to dial in case of an emergency: 082 7850 641 Martin
- Pool Hours: 8am - 10pm.

Laundry

- We offer a laundry service on the premises. A Laundry list and bag must be collected from the office. Please count your laundry, fill in the list and sign. Leave in your room. Please note that laundry will not be washed etc. if there isn't a completed and signed list.
- Laundry service is not available on Saturdays, Sundays and Public holidays.

Guest amenities

The following amenities will be available in your unit upon arrival:

- Coffee, tea, sugar and milk
- Wrapped soap, shampoo and body lotion
- 2 Ply toilet paper

Please note that we only provide you upon arrival with the above amenities.

Personal belongings

- On day of departure, please double check your room for personal belongings. If an item is left behind, we will keep it safe for one month. When item is not collected in this period, it will be disposed of. Please note that you are responsible for collection of item/s or if you want it will be posted. You are responsible for postage fees before the item/s are posted.

- Each unit is equipped with a safe for your usage. The safe key is available at reception. Instructions on how to use the safe is in the Information booklet provided in each unit.

Load shedding / Power outages

- We regret that Palmhof Chalets does not have a generator on the premises in case of load shedding or general power outages.

Intercape Bookings

Please feel free to visit reception to book Intercape bus tickets. Please be advised that all tickets must be paid in cash.

Amendment of Rules

The management reserves to itself the right to add to, alter or amend any of the above terms conditions and rules.

Force majeure

Palmhof Chalets is not responsible for any circumstances beyond its control.

Price

Prices are subject to change without notification.

Palmhof Chalets Rules and Regulations

All guests are expected to abide by the current Palmhof Chalets rules and regulations.

Information regarding the area and site seeing can be found at receptions.

No cleaning services are provided on Sundays and Public holidays.

Guests can ask for the WIFI code at reception.

Wine glasses and bottle openers are available at reception.

For any other enquiries, please visit the office or call 054 431 1111 (All hours).

We thank you for abiding by our rules.