



SKY CITY LUXURY GUEST HOUSE RULES & CONDITIONS

Check-in

– Normal Check In time starts at 14h00, but every effort will be made to accommodate earlier or later Check Ins (if arranged in advance). It is however allowed to drop off luggage prior to Check In if desired.

Check-out

– Checkout time is before 10h00. Please tell us in advance if you require a later Checkout and we will do our utmost to accommodate your request.

Room keys on arrival

– During normal working hours the keys will be handed over to the guest after payment and administration. Special arrangements for key collection must be made for late arrivals.

Room keys during long term stay

– Long term stay over guests must lock their rooms on their way out and keep their set of keys for the duration of stay.

Lost key or damage to locks

– The cost for replacement of lost room keys or damaged locks is applicable and a total amount of R50.00 for lost keys and R300.00 for lock replacement to be paid immediately.

Breakfast

– Breakfast is served at the guest house at 09h00. If you require a different timing for Breakfast, please advise us on arrival. The breakfast service as an extrafee of R120.00 per guest per day and MUST be pre-arranged with management.

Smoking

- Smoking is completely forbidden inside the house or the outside rooms.
- Smoking is permitted outside the house, please use the ashtrays placed in the yard.

Refunds

– There will be no refunds for early departures, for breakdowns of appliances, etc., if said breakdown is due to weather and / or other conditions over which the house owner has no control.

Guest Rooms

- Please do not use flammables for heating, cooking or the like, irons candles, etc., in the guest room or corridors without the consent of the Guesthouse owner.
- Cooking and storing food in the rooms is not allowed.
- Please do not use guest rooms for business activities or for any purposes other than accommodation use, without the consent of the Guesthouse owner.
- All visits by friends or family must be arranged with management.
- Visitors are not allowed in the guest rooms.
- Maximum occupancy must be adhered to and include children of all ages.

Valuables, security, and storage

- The management is not responsible for lost items. Please lock the doors when you leave.
- Although the guesthouse management takes responsible steps to ensure the safety and security of all guests and their possessions, guests retain final responsibility for their own safety and security.

Parking Lot

- Parking is available free of charge for all house guests.
- Access to the premises is controlled by management and right of admission is reserved.
- Do not leave any valuables inside your car while it is parked. The Guesthouse cannot accept responsibility for the loss or theft of any such articles while your car is parked.

Toilets

- No cigarette buds, cotton buds, tampons, sanitary pads, or any other material, other than toilet paper may be flushed down the toilet. Charges will occur for any blockage.
- Please be mindful of others. If you make a mess clean it up!

General

- Guests have no access to rooms and areas marked “PRIVATE”.
- Our facilities are for paying guests only unless prior arrangements have been made with management.

Pet Policy

Pets are not allowed.

Your Liabilities

– We will hold you responsible for any damage or loss caused to our property by your acts or omissions, default, accident, or neglect. By booking with us you agree to indemnify us and to pay us on demand an amount reasonably required to make good or to rectify such damage or loss caused by you. Normal wear and tear are excluded.

– Please report any accidents or incidents to the guest house management in connection with any property damage.

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. However, the guest house will take necessary steps to minimize disruption and discomfort to guests under these conditions:

* Unanticipated interruption to electricity, water, sewage to and from the guest house.

* Industrial actions, civil uprising, or criminal activity.

* Fire, frost, flooding, wind, or any other force major event.

Because we have several guests, we ask you to respect each other concerning cleanliness of the common areas and noise level. If we receive complaints, you will be given a warning. Further complaints are subject to the termination of stay. We reserve the right to end a reservation if a guest becomes a disturbance/nuisance to others including management.

Please respect the house and its occupants.

Environmental Policy

– The owners of the Guesthouse are dedicated to the protection of our planets resources and would encourage our guests to help us by:

* Switching off lights when not in use.

* Ensuring that taps are always turned off after use.

* Avoiding the unnecessary use of towels – just use what you need!

* We will sort the recyclable rubbish collected from guest rooms i.e., paper, plastic, metal, and glass.

* We thank you in advance for your comprehension and co-operation.