



Terms and Conditions

Check-In

- Normal Check In time commences at 14:00, but every effort will be made to accommodate earlier Check Ins, if **prior** arrangements were made with Reception.

Check-Out

- Check-out time is strictly before 10:00. Late check-outs will result in a penalty of 50% payment of an overnight stay. **Please remember to hand in keys.** If Reception is closed, please hand it to the security.

Lost Key or damage to key or locks

- The cost for the replacement of lost keys, gate remotes or damaged locks is applicable and a total amount of R500.00 to be paid immediately for the replacement.

Breakfast

- Breakfast is served daily in the dining room area between 06:00 and 09:00 and over weekends 07:00 – 09:00.
- Should you require an earlier or later breakfast time, breakfast packs can be arranged the day before.
- Please advise reception 24 hours in advance of any dietary requirements or food allergies which we need to be aware of.

Lunch Packs

- Lunch packs are available on request at an additional fee.
- Please advise reception if you require a lunch pack as well as the time of collection.
- Please advise reception 24 hours in advance of any dietary requirements or food allergies which we need to be aware of.

Dinner

- Our famous home cooked dinner is offered from Monday – Thursday evenings at an additional cost.
- Dinner is served between 18:00 and 20:30.
- Should you require a different dinner time, please arrange **prior** to arrival.
- Please advise reception 24 hours in advance of any dietary requirements or allergies which we need to be aware of.

Laundry

- We offer guest laundry services. Please place laundry in plastic bags provided should you require laundry services and **complete the laundry lists.**
- Laundry is charged per item and prices can be obtained on the laundry list in room.
- Umhambi Lodge will ensure, to the best of our ability, that no damage or loss occurs to laundry handed in for washing. However, handing in laundry is at **own risk** and Umhambi Lodge will not replace any damaged or lost item.

Housekeeping

- The housekeepers will clean all rooms between 08:00 and 14:00 on a daily basis.

Wi-fi

- Wi-fi is available free of charge for guests only.
- No downloading or streaming is allowed.

Smoking

- Smoking is completely forbidden inside the rooms, bar, dining room and conference venue or within 5 meters of any building.
- Smoking is permitted outside and not in or within 2 meters of any building. **Please use the ashtrays provided.**

Refunds

- There will be no refund for early departures, for breakdowns of air conditioners, heaters, appliances, and in cases of unavailability of electricity or water.

Guest Visitors

- Guests are more than welcome to receive visitors. However, visitors need to vacate the property by 20:00 unless prior approval by Management.
- Should any guest have a visitor staying over for the night or later than 20:00 without arrangements with management, a penalty of R500.00 will be charged to the guests' account.

Valuables and security

- Our rooms are unfortunately not equipped with safety boxes. However, should you require one, please ask at reception and we can provide you with a free-standing loose safety box with a key
- Although Umhambi Lodge takes responsible steps to ensure the safety and security of all guests and their possessions, guests accept final responsibility for their own safety and security.
- **Umhambi Lodge is not responsible for any lost or stolen items.**
- Night shift duty is from 18:00 – 06:00, 7 days a week.

Parking Lot

- Parking is available for all guests staying at Umhambi Lodge.

- Do not leave any valuables inside your car while it is parked on our premises. Umhambi Lodge cannot accept any responsibility for the loss or theft of any such articles while your car is parked on our premises.
- **Parking remains guests' own risk.**

Toilets

- No cigarette buds, cotton buds, ear buds, tampons, sanitary pads or any other material, other than toilet paper may be flushed down the toilet. Charges will occur for any blockage

Swimming Pools

- Guests may use pool on their own risk
- No children under 10 are allowed near or in pool without adult supervision.
- Keep pool area neat and clean at all times.
- Keep noise level at pool area low as other guests' rooms are situated nearby.
- No drinking or eating in or near pool.
- No jumping or diving into pool.
- No climbing on rock formation
- **Strictly no glass within 3 meters of the pool**

Braai Areas

- Braai area is only available to guests staying in the self-catering units.

Generators

- Generators will be started should there be 3 or more guests, management can however at any given time decide whether or not generators will be started.

Noise

- **No noise will be tolerated after 20:00 and before 08:00 – Monday to Thursday**
- **No noise will be tolerated after 21:00 and before 08:00 – Friday to Sundays**

Payment

- Umhambi Lodge only accepts South African Rand (ZAR). The following forms of payments are accepted:
 - Cash
 - EFT
 - Debit/Credit Card (Visa, MasterCard)
 - American Express
- To secure your reservation, 50% payment must be made in advance. The remaining 50% must be paid upon check in, and before any key is handed to a guest.
- Key and breakage deposits are payable before keys are handed to any guests. Full deposits are refunded should keys be handed in; no breakages occur and all rules are adhered to. Deposit payments are made within 48 hours after check out into the bank account provided by the guest upon check in.
- Payment for any other services for which fees may be charged by Umhambi Lodge shall be payable by the guest on departure or, where applicable, shall be debited to your account after departure.

Failure to pay

- In the event of non-payment of the account Umhambi Lodge (Pty) Ltd will issue summons against you for collection of the debt plus interest and costs, without further notice. Arrear accounts will bear interest at the rate of 2% per month from the date when the payment is due to the date of payment. You will pay costs of all litigation on a scale as between attorney and own client.

Cancellation Policy

- Umhambi Lodge charges cancellation and/or no-show fees of:
 - 100% - 7 days or less prior to arrival.
 - 50% - 8 – 14 days prior to arrival.
 - 0% - more than 14 days prior to arrival.

Your Liabilities

- We will hold you responsible for any damages or loss caused to our property by acts or omissions, default, accident or negligence. By reserving accommodation with us, you agree to indemnify us and pay us on demand, a reasonable amount required to make good or to rectify such damage or loss caused by you.
- Please report any accidents or incidents to the guest house management in connection with any property damage during your stay and **before departure.**

General Incapacity

- Umhambi Lodge cannot be held liable if any of the following events or conditions prevent the lodge from fulfilling its obligation to guests. However, the lodge will take necessary steps to minimize disruption and discomfort to guests under these conditions:
 - Unanticipated interruption to electricity, water, sewage to and from the lodge;
 - Industrial actions, civil uprising or criminal activity;
 - Fire, frost, flooding, wind or any other forced major event.
- Please respect each other concerning cleanliness of common areas and noise levels. If we receive complaints, you will be given a warning. Further complaints are subject to immediate termination of your stay. We reserve the right to end reservation if a guest becomes a disturbance/nuisance to others, including management.
- Please respect the lodge property and its occupants.

Environmental Policy

- The owners of Umhambi Lodge are dedicated to the protection of our planets resources and would like to encourage our guests to assist us by:
 - Switching off lights when room is not occupied;
 - Switching off air conditioner when room is not occupied;
 - Ensuring that water taps are always closed after use;
 - All waste collected from guests' rooms i.e., paper, plastic, metal and glass, will be recycled.

We thank you in advance for your co-operation.