



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 11:00. Late check-outs will result in a penalty of 50% payment of an overnight stay. Please remember to hand in keys.

Room Keys on Arrival

- Room keys will be handed over during normal office hours as indicated on website, after payment and administration have been done. Special arrangements for key collection must be made for late arrivals.

Room Keys on Departure

- Please hand in the room keys at Reception upon check-out. 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 or damaged locks is applicable and a total amount of R150.00 for lost key and R300.00 for lock replacement to be paid immediately.

Breakfast

- Breakfast is served daily in the dining room area between 06:00 and 09:00 weekdays and 07:00 – 10:00 on weekends.
- Should you require a different breakfast time, please advise on arrival.

Lunch Packs

- Lunch packs are available on request at R75 per lunch pack.
- Please advise reception if you require a lunch pack as well as the time of collection.
- Please advise reception of any dietary requirements.

Dinner

- Our famous home cooked dinner is offered from Monday – Thursday evenings at an additional cost of R180.00 per person.
- Dinner is served between 18:00 and 20:30.
- Should you require a different dinner time, please arrange **prior** to arrival.

Laundry

- We offer guest laundry services. Please place laundry in laundry bins should you require laundry services and complete the laundry lists.
- Laundry is charged per item and prices can be obtained from reception.
- 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.
- Smoking is permitted outside. 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

- Only a few of our rooms have safety boxes, should you need a room equipped with one, please make pre-arrangements and we will accommodate you to the best of our ability.
- 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.
- Security Guard is on duty 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, 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.

Braai Areas

- Braai grids are available at Reception, should you wish to braai.
- Only self-catering rooms are equipped with cutlery and crockery.
- Guests staying in rooms other than self-catering must arrange at reception for cutlery and crockery but will result in an additional cost of R20 per person.

Noise

- No noise will be tolerated after 22:00 in the evening and before 07:30 in the mornings.

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.
- Group reservations of 6 or more guests will be liable to pay a breakage deposit of 20% of reservation which is refunded accordingly within 48 hours.
- 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.

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.

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 planet's resources and would like to encourage our guests to assist us by:
 - Switching off lights when not needed;
 - 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.