



Riverside Country Estate

Accommodation Terms & Conditions

1. General Terms and conditions

- 1.1. We require full pre-payment prior to arrival
- 1.2. **No** Bookings are confirmed until payment has reflected in our bank account and you have received a confirmation email.
- 1.3. Check in time is from 14H00
- 1.4. Check out time is before 11H00
- 1.5. Early check-in and late checkout fees will apply and only by prior arrangement
- 1.6. If paying online, your card will be charged anytime from booking date and
- 1.7. Accommodation is available on a bed and breakfast basis
- 1.8. Dinner and packed lunch can be provided on special request.
- 1.9. No self service catering facilities are available.
- 1.10. Riverside Country Estate always reserves the full right of admission and accepts no liability for any loss or damage that may result from the legal and reasonable exercising of such rights.
- 1.11. Should Riverside Country Estate at any time need to exercise this right no reimbursements or refunds will be made in this regard.

2. Cancellations

- 2.1. The following cancellation fee applies on the full value of the booking:
 - If canceled within 30 days prior to arrival - 25%
 - If canceled 7 to 2 days prior to arrival - 50%
 - If canceled less than 2 days (48 Hrs) prior to arrival or no show - 100%

3. Extra Charges

- 3.1. Riverside Country Estate is a strictly non-smoking establishment and smoking is not allowed in any of the accommodation rooms, including the suites, dressing rooms or inside the venue areas. A cleaning and sanitation fee of R1000 will be levied and will be charged to the guests account or to that of the function host.
- 3.2. An additional cleaning fee will apply to cleaning of soiled or stained linen, carpets, soft furnishings or bedding.
- 3.3. Extra bed is charged at an additional R 300.00 per bed per night

4. Liability & Loss

- 4.1. Riverside Country Estate does not accept any liability for loss of or damage to any valuables or property belonging to guests or their visitors.
- 4.2. It is the sole responsibility of all guests to plan for adequate insurance coverage on all valuable items prior to arrival at Riverside Country Estate. This includes but is not limited to photographic equipment, laptops or other electronic devices, jewelry, cash and vehicles.
- 4.3. Whilst every attempt has been made by Riverside country estate to ensure the safety of guests and their possessions while using the facilities and accommodation on the property, Riverside Country Estate does not accept liability for any loss or damage to the clients or guests property whatsoever and the client and guest ultimately remain responsible for keeping their valuables and belongings safe.
- 4.4. Should Riverside Country Estate suffer any loss or damage because of an act or omission by a guest or visitor of a function the function host who booked the accommodation, the client will remain liable for the full reimbursement of such loss or damage incurred and will be charged accordingly.
- 4.5. Riverside is situated on a natural wetland and so you acknowledge that you are aware of and appreciate the real dangers and risks that are associated with the fact that this includes a flowing river on the property as well as the presence of, reptiles, birds and insects and the bodily harm, injury, death and/or loss of property which may arise as a result of an encounter with and/or the presence of a flowing river, animals and/or reptiles and/or birds whilst on the premises or property of Riverside Country Estate. You further undertake to make all your guests aware of this fact, particularly those with children and you agree to ensure that no children are left unattended and that they are to be under full adult supervision by yourself or your guests at all times.

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