



## RENTAL CONDITIONS

### GENERAL

Check-in from 3pm (15:00) on the day of arrival, and check-out before 11am (11:00) on the day of departure.

### PRE-PAYMENT

Invoice for payment will be sent out in advance and must be paid 14 days before arrival. For bookings made less than 14 days before arrival, payment will be processed upon check-in.

### DAMAGE OR INJURY

Guests are liable for any damage or injury that they may cause to persons, buildings, furniture, or equipment.

### RULES FOR PAYMENT AND CANCELLATIONS / COMPLAINTS.

Our reception office must be notified of any complaints without undue delay and within 2 hours of arrival. This will give us the opportunity to remedy any faults.

**Complaints that are not reported to us within this deadline, will be waived, and cannot be made at a later time.**

### CANCELLATION DUE TO ILLNESS OR OTHER UNFORESEEN CIRCUMSTANCES.

We recommend that guests take out their own sickness and cancellation insurance to cover such eventualities. A booking can be cancelled up to 14 days prior to arrival.

### NO-SHOW

Guests will be charged for the entire rental amount.

### DEPARTURE PRIOR TO AGREED DATE.

In the event that guests depart prior to the agreed departure date, they must pay the full rental amount.