



Terms and Conditions

Rates Terms & Conditions

- Guesthouse rooms include full English breakfast menu
- Apartment and Two-bedroom Suites are fully self catering. Self-serve breakfast ingredients can be supplied in the unit at R100.00 per person per day extra.

Rates Exclude

- All drinks (alcoholic and non-alcoholic)
- Internet
- Laundry
- Items of personal nature (i.e. telephone calls, items purchased from On the Beach Guesthouse)
- Breakfast for Self-Catering Apartment and Two-bedroom Suite

Booking Conditions

- Rates include VAT @ 14% and are quoted in SA Rand (subject to change).
- All reservations require 50% deposit payment to confirm reservations and full payment on arrival.
- All travel agent/tour operator reservations must be paid in full (100%) 30 days prior to the guests arrival.
- For last minute reservations, full payment is required upon confirmation.
- All requests, confirmations and cancellations only valid in writing.
- Provisional bookings will only be held for 7 days; thereafter the booking will automatically be released.

Child Policy

- Children of all ages are welcome. Children under 3 years stay free of charge (valid only when children stay in the same room with adults in the following rooms only: Penthouse, Deluxe and Superior)
- Children between 4 and 10 years are charged R300.00 per child (valid only when sharing with adults in Deluxe Rooms).
- Children over the age of 10 are charged as adults and will require their own room.
- Penthouse and Superior Rooms can only accommodate 1 child under 3 years sharing with adults in same bed. The Deluxe Room can only accommodate 2 children under 10 years of age on a sofa bed in the room, please note the combined age of the children may not be more than 16 years.

Minimum Stays

Please note we have minimum stay period from 10 December – 10 January every year as follows:

- 3 day minimum stay in all guesthouse rooms
- 5 day minimum stay in Two-bedroom Suites

Cancellations

The cancellation fee is a percentage of the full accommodation account.

- Cancellation fee of 30% if cancelled less than 30 days prior to arrival.
- Cancellation fee of 50% if cancelled less than 14 days prior to arrival.
- Cancellation fee of 100% if cancelled less than 7 days prior to arrival.
- No show charged at a 100% cancellation fee.
- Peak season bookings 100% cancellation fee.