
Company Policy & Rules and Regulations Form

1. Payment terms:

- You must pay a 50% deposit within 48 hours to confirm your booking.
- The remaining balance is due 7 days before your arrival.
- If the full payment is not received within the specified time, your booking will be automatically cancelled without notice.
- **We accept payment via major bank transfer/EFT only.**

2. Booking Process:

- To make a reservation, guests can use our online booking platforms (via website, Airbnb, LekkeSlaap, Facebook), contact us via cell phone (including WhatsApp) or contact us via e-mail.
- Reservations can only be made by individuals who are at least 21 years of age.

3. Cancellation policy:

- A **full refund** will be provided if a cancellation is requested **30 or more days prior to arrival**.
- A **50% refund** will be provided if a cancellation is requested between **29 & 15 days prior to arrival**.
- **No refund** will be provided if a cancellation is requested **14 days or less prior to arrival**.
- A guest may request to move their check-in dates at any time, however, should it not be possible to move the requested check-in date, the guest responsible for the booking will be held accountable for any fees such as cancellation fees or admin fees etc.
- Should the cancellation request qualify for a refund, the refund will be **processed within 10 working days**.

4. Rights and subletting:

- You are not allowed to transfer or assign any of your rights under this agreement.
- Subletting the property or any part of it is strictly prohibited.

5. Breakage deposit:

- You are required to pay a breakage deposit of a minimum amount of R500. This amount may differ depending on the property type, location, and group size.
- This deposit will be refunded within 10 working days after your departure, provided there are no breakages, damages, or other penalties caused by you or your guests.
- Please ensure that you provide complete banking details as requested in the booking confirmation for the refund process.

6. Check-in & Check-out:

- Standard check-in time is at 14H00, and check-out time is at 10H00.
- For early/late check-ins or late check-outs, please request with us in advance via either phone call, WhatsApp or E-mail.
- Early check-in and late check-out availability is entirely up to the lodge owner/Prime Lodges.
- Should a guest check out at a later than the arranged or standard check-out time there would be a penalty fee of 50% of the booking cost per night which will be deducted from the breakage deposit/safety deposit. Prime Lodges may request additional payment should the breakage/safety deposit not suffice.

- Should a guest check-in at an earlier time than the arranged or standard check-in time there would be a penalty fee of 50% of the booking cost per night which will be deducted from the breakage deposit/safety deposit. Prime Lodges may request additional payment should the breakage/safety deposit not suffice.

7. Reservation Changes:

- Guests may request changes to their reservations (e.g., date changes, Lodge upgrades) subject to availability and any associated fees.

8. Guest Responsibilities:

- Guests are expected to follow the property rules and regulations during their stay.
- Guests are expected to follow the resort rules and regulations during their stay.
- Should any rules or regulations be violated it is the Lodge Owner or Resort body corporate right to issue a fine based on the violation/offence. Prime Lodges may action the fine on their (lodge owner/body corporate) behalf.
- Accurate guest information and contact details must be provided at the time of booking.

9. Property Rules:

- Guests must adhere to the property rules, including no-smoking policies, pet policies, noise restrictions, guest overpopulations etc.. A full list of rules and regulations will be sent upon booking your reservation.

10. Guest Behaviour:

- Respectful behaviour towards staff and fellow guests is expected.
- Disruptive or inappropriate behaviour may result in eviction without a refund.

11. Liability & Damages:

- Guests are liable for any damages caused to rooms or common areas.
- Our properties reserves the right to charge for any damages incurred during your stay.

12. Privacy and Data Protection:

- We collect, store, and use guest information in compliance with data protection regulations. For details, please refer to our privacy policy.

13. Force Majeure:

- In the event of unforeseen circumstances (e.g., natural disasters, pandemics), we will work with guests to address booking changes or cancellations.

14. Dispute Resolution:

- Any disputes or complaints should be brought to our attention as soon as possible for resolution.
- Jurisdiction and arbitration clauses may apply.

15. Insurance:

- We recommend guests consider purchasing travel insurance to cover unforeseen events.

16. Termination of Stay:

- Prime Lodges (pty) ltd reserve the right to terminate a guest's stay in case of rule violations or illegal activities.

17. Changes to Terms and Conditions:

- We may update or modify these terms and conditions, and changes will be communicated to future dated bookings.

18. Event Prohibition and Arrangements:

- The properties operated by Prime Lodges is not to be utilized as a venue for weddings, vow renewal ceremonies, funerals, or any other similar functions unless prior arrangements have been made and expressly agreed upon with Prime Lodges or unless it is marketed as such. Such events require explicit consent from Prime Lodges and may fall under distinct commercial laws pertaining to specific resorts/reserves/estates.
- In the event that any unauthorized function, as listed above, takes place without prior agreement with Prime Lodges, the establishment reserves the right to take immediate action. This may include, but is not limited to, the termination of the guests' stay with immediate effect or requesting additional compensation, including penalties, for the unauthorized use of the property.
- Furthermore, should guests intend to engage the services of external caterers during their stay, it is imperative that such arrangements be made and approved by Prime Lodges before their arrival. Some of the resorts/reserves/estates associated with Prime Lodges may necessitate the use of their on-site caterers or may have specific guidelines and requirements in place for external catering services.
- By signing these rules and regulations, guests acknowledge and agree that any such events and catering arrangements must be pre-approved by Prime Lodges, and failure to comply may result in immediate action, additional charges, or termination of their stay without refund.

19. Important notice:

- Access to the premises will only be granted if full payment is received and all signed documents are in possession of Prime Lodges at least 48 hours (2 days) prior to your arrival.

20. Contact Information:

- For inquiries and support, please contact us at info@primelodges.co.za / 082 309 7780 / 076 519 9820.

21. Important to note:

- The above terms and conditions apply to all persons who enter any premises booked with Prime Lodges (pty) Ltd.