



Terms and Conditions - The Luxury Apartment Charter

Rates

Rates for 2009 are R1300.00 per night for a one bedroom apartment and R1800.00 per night for a two bedroom apartment.

Discounted rates are available for long term stays (more than 30 days) and should be arranged with the management of The Luxury Apartment Charter.

Rates are quoted per room, per night in South African Rand and are inclusive of Value Added Tax at 14%.

These rates do not include meals and are based on a self-catering basis. Meals can be arranged with our offices.

Rates are subject to change without prior notice.

Payment Policy

Short Term Bookings (bookings made for 1 to 30 days)

A deposit of 50% is to be paid at the time of booking. The remaining amount is due 30 days prior to check in date.

An upfront compulsory **REFUNDABLE** holding/breakage deposit of R1000 is also due at the time of booking. Any breakages or losses will be recovered from this deposit and the balance will be paid into your bank account within 7 working days of your departure.

For reservations made, which are within 30 days of the arrival date, the full amount is due at the time of booking

Long Term Bookings (bookings made 30 days or longer)

A deposit which is equal to one month's rental is due at the time of booking. Payments thereafter will be due on the 1st of each month. In the case of early check out, final payment will then become due.

An upfront compulsory **REFUNDABLE** holding/breakage deposit of R2000 is also due at the time of booking. Any breakages or losses will be recovered from this deposit and the balance will be paid into your bank account within 7 working days of your departure.

Short and Long Term Bookings

Bookings are only secured and guaranteed once deposits have been paid and received by The Luxury Apartment Charter. Your booking will also only be confirmed once we have received a copy of your Identity Document or Passport Document.

All accounts must be settled by Credit Card or Electronic Transfer.

When bookings are paid by electronic transfer, guests are still required to provide credit card details to The Luxury Apartment Charter so that any expenses incurred during your stay can be charged to the credit card at the time of check out.

No cheques are accepted by The Luxury Apartment Charter.

Cancellation Policy

Cancellations need to be made 14 days prior to the scheduled arrival date for short term stays. Cancellations for long term stays need to be made 30 days prior to arrival date. Failure to do so will result in forfeit of deposit payment.

Amendment Policy

All amendments to reservations must be made in writing. Once a reservation has been paid and secured, any change will be subject to an administration fee.

Refund Policy

When bookings are cancelled within the required time, refunds, less the administration fee, will be paid to the card holder within five (5) working days of cancellation.

Insurance

All guests are strongly urged to take out adequate insurance coverage to protect themselves against cancellation due to illness prior to or during travel. In the event of a traveller becoming ill during a tour, all hospital and medical expenses are the traveller's responsibility and they shall not be entitled to any refund, either total or partial, of money paid

Force Majeure

We do not accept liability or pay compensation for any loss, damage or expense where the performance or prompt performance of our obligations is prevented or affected by reason of force majeure. Force Majeure means any event which we or the supplier of the service could not, even with all due care, foresee or avoid such as war or threat of war, riots, civil strife, terrorist activity, industrial action, natural or nuclear disaster, fire, adverse weather conditions, closure of airports or ports, technical problems with transport, governmental action and all other similar events.

Check In

Check-in is 12h00

Check-out is 10h00

Apartment Restrictions

Only 2 adults may stay in a one bedroom apartment and only 4 adults may stay in a two bedroom apartment.

Guests with children are requested to make special arrangements to accommodate small children's cots or campers or will be offered a special rate to book a second apartment, depending on availability.

Smoking Policy

Please note that the Luxury Apartment Charter has a strict no smoking policy and would appreciate if all guests would not smoke in the apartments and use the patio areas instead.

Replacement costs for Loss or Damage to Property

Please note that a full inventory of the apartment contents will be conducted prior to each guests arrival and then again on departure. Any loss or damage to property will be charged to the guests account and will be debited from the holding/breakage deposit paid.

Disclaimer

The Luxury Apartment Charter will not be held liable for any Loss, Damage or Theft of personal belongings while staying in our apartments. Guests are requested to lock their personal belongings in the safes provided. The Luxury Apartment Charter will also not be held liable for any Injury or Death of a guest while staying in our Apartments.

Right of Admission

Management reserves the right of admission.

I, Mr / Mrs _____ confirm that I have read through and fully understand the terms and conditions for the Luxury Apartment Charter and agree to adhere to these terms and conditions while staying at the Luxury Apartment Charter.

Signed on this day _____ of _____ 2009.

SIGNATURE