



CEDERKLOOF

TERMS AND CONDITIONS:

Cederkloof is committed to ensure a safe environment for all guests and employees and to stop the spread of the Coronavirus Disease 2019 "COVID-19" virus. Section 8 of the Occupational Health and Safety Act, 1993.

By booking your accommodation at Cederkloof Botanical Retreat ("**Cederkloof**") and making payment of the relevant deposits, the guest agrees to be bound by the terms and conditions of **Cederkloof Botanical Retreat's (registration number: 2014/088801/07) ("Cederkloof")**.

Please be advised that the standard terms and conditions may be revised without notice and also available on the Cederkloof website at www.cederkloof.co.za.

Please read carefully the terms and conditions that apply to all your guests during their stay at Cederkloof Botanical Retreat.

COVID PROCEDURES:

Check in and check out is contact free. All documents and payments are completed online.

a) PERSONAL RESPONSIBILITY

- i) Please ensure that you confirm your unit number prior to arrival. Guests proceed directly to their units.
- ii) Complete the COVID screening form prior to arrival and email to bookings@cederkloof.co.za.
- iii) Follow all the health and safety protocols and maintain a high measure of personal responsibility.
- iv) Limit local contact bringing all your food and drink with you and only stopping for fuel locally. We can organize food deliveries for you if the need arises.
- v) Any outdoor gathering at the Opstal (communal building) between members of different households will be limited to 20 people and safe social distance of 1.5m will have to be maintained.
- vi) Guests who have tested positive for COVID within 15 days of their arrival date at Cederkloof, will have to cancel or postpone their booking.
- vii) All guests experiencing any COVID symptoms (dry coughing, fever, loss of smell or taste, body aches) during their visit must immediately report to management and submit themselves for a test. All test results have to be shared with Cederkloof management when received.

b) CLEANING OF THE UNITS

The following cleaning procedures have been implemented to ensure that the cottages are safe for your stay.

- i) All workers are screened daily and personnel follow the COVID health and safety protocols,
- ii) Units are cleaned according to COVID health and safety procedures.

BOOKINGS

c) BOOKING PROCESS

- i) A booking will only be confirmed once the relevant deposits have been paid in full and Cederkloof has received proof of such payment(s) per e-mail.
- ii) the remaining outstanding portion of the full accommodation costs, at least three days prior to the guests' arrival; and

d) CANCELLATION POLICY

- i) Full Refund up to 1 month before arrival
- ii) More than 1 week before check-in - 50% deposit refunded
- iii) Less than 1 week before check-in - No refund of deposit
- iv) No refund will be given after check-in unless the cottage was not useable (this does not include hot tubs not functioning, Eskom power outages, or other factors out of our control)

- e) MUSIC AND NOISE
 - i) No music is allowed unless the entire resort is booked out.
 - ii) Other noise must be kept at a level that maintains the spirit of Cederkloof, of a quiet, restful and restorative place. Noise from excessive barking is included in this category.
 - iii) Cederkloof maintains the right to ask guests to leave without cost reparation if noise levels are disturbing to other guests.

- f) ACCOMMODATION
 - i) Check in at the cottages is any time from 2 pm on the day of arrival and check out is any time before 10 am on the date of departure.
 - ii) Failure of any guests to check out before 10 am will result in an extra charge of R150 per cottage for every 2 hours (or part thereof) after the prescribed check out time.
 - iii) Upon leaving, guests must ensure that the cottage is locked and that all windows are closed. The key must be left in the cottage door for collection and inspection.
 - iv) Smoking of tobacco products is only allowed in the private areas in front of each cottage (and not inside the cottages) or around the swimming pool area (and not inside the venue).

- g) SAFETY AND SECURITY
 - i) The Client and all guests must adhere to all the safety and security guidelines as stipulated in the Cederkloof Housing Manual which can be found in each of the cottages and on the Cederkloof website (www.cederkloof.co.za) under "Housing Manual".
 - ii) Emergency numbers are posted in all cottages and in the kitchen of the Venue as well as in the office.
 - iii) The stay and the use of hiking trails, facilities, hot tubs and swimming pool and any other related activity is undertaken at the guest's own risk and the land owner, shareholders and/or its members and employees shall not be held liable for any claim regarding personal injury, illness, death or the like arising from any cause whatsoever, including vis major casus fortuitus or negligence in any form by the owners, its members, employees and/or agents, whilst staying in the cottages or using the hiking trails.
 - iv) All luggage and personal belongings are always at the guest's own risk. The owner and/or its members and/or its employees are not responsible for any form of negligence and/or criminal conduct by third parties.
 - v) The guest undertakes not to, without the necessary permission of the owners, touch, use, operate or board any farm implement; pick fruit and/or damage the orchards.
 - vi) Dogs are allowed if they are well socialized. There is wildlife on the property such as baboons, scorpions and snakes. Neither the establishment or the management can be held responsible to any injury to pets while on the property.
 - vii) The swimming pool is not attended by a life guard. No children under 12 is allowed in the swimming area without supervision.
 - viii) The hot tub temperature can vary from the temperature on the thermostat. Cederkloof does not supervise the use of the hot tubs and the owner and/or its members and employees shall not be held liable for any claim regarding personal injury, illness, death or the like arising from any cause whatsoever, including vis major casus fortuitus or negligence in any form by the owners, its members, employees and/or agents, whilst using the hot tubs at Cederkloof.

We, the undersigned, acknowledge that we are familiar with, or have been made aware of the terms, conditions, rules and procedures of Cederkloof and accept all the risks which may incur during my stay.

By my signature hereto, I undertake not to hold the shareholders of the company **Cederkloof (Pty) Ltd** (Reg: 2014/088801/07) and/or Cederkloof Botanical Retreat, Tinabex (Pty) Ltd – 2014/088801/07, and/or director, and/or any employee, and/or manager, and/or service provider liable for any injury, loss or damage which I may sustain whilst staying and/or using the facilities of **CEDERKLOOF BOTANICAL RETREAT**, irrespective of whether such loss, injury or damage can be attributed to any act or omission on the part of the owner, director, employee, manager and/or service provider of the owner.

Guest Contact Details:

Cottage no: _____ **Date in:** _____ **Date out:** _____

Number of people in party: _____

Name of Guest1:

Full name and surname _____ Tel:

Signature: _____ Date: _____

Name of Guest2:

Full name and surname _____ Tel:

Signature: _____ Date: _____

Name of Guest3:

Full name and surname _____ Tel:

Signature: _____ Date: _____

Name of Guest4:

Full name and surname _____ Tel:

Signature: _____ Date: _____