



Thornton Gap Guest House - Terms and Conditions

Please ensure you have read the terms and conditions for your stay at Thornton Gap:

Booking

- Bookings may be made by telephone, e-mail, or on our website. All booking requests will be followed up by a confirmation e-mail
- When booking, a deposit of 50% (fifty percent) of the total cost of the accommodation bill is required.
- Deposits are required within 24 hours of making the booking to secure the booking
- For short notice bookings, full payment on arrival is required
- Guests are requested to check that booking details are correct on the confirmation email, and contact management if there are any changes

Check in / Check out

- Check in time is between 14h00 and 19h00 daily.
- Reception closes at 19h00. Should you require a late check-in please ensure you have made the necessary arrangements with the management. A late arrival/check out levy of R300 per room will be charged, if no prior arrangements are made and confirmed by management
- Check out time is strictly 10h00

Cancellations

- Only cancellations done 14 days prior to the commencement of a stay will be refunded in full.
- Cancellations within 7 - 14 days of check-in: Will be levied 50% of total booking.
- Cancellations less than 7 days prior to check-in date: Forfeit 100% of the deposit.

Non-arrival or early departure: No refund - the total booking value is forfeit/payable

Payment

- Payment may be made by cash, EFT or credit card
- Refunds will be processed after 30 working days – No exceptions

General

- Guests are requested not to entertain visitors anywhere on the property without prior authorisation from management
- The proprietor and manager reserve the right to evict guests for disruptive behaviour. We will not tolerate any discrimination based on race, gender, marital status, sexual orientation or disability
- The guest house is a strictly no smoking area. Guests are permitted to smoke outside in the designated area in the garden, and are requested to dispose of their cigarette butts in the ashtrays provided
- Pets are not permitted (Guide dogs are an exception)
- Right of admission is reserved
- The owners, operators, management, agents and staff of Thornton Gap accept no responsibility for loss, injury, damage or death to guests or their property, whether through negligence or otherwise

Thornton Gap is insured for public liability