

TERMS AND CONDITIONS

Reservations:

A deposit of 50% is required to secure your Reservation. The Guest in whose name the booking is made under takes full responsibility & liability for all costs incurred by his / hers / their party or guests. Reservations should be made well in advance of your required date to avoid disappointment. Reservations will be taken telephonically or online. All bookings are subject to our online published terms & conditions. Bookings and enquiries will be replied to by an employee of Eagles Nest Estate Guest House confirming the date(s) of accommodation or event and all other arrangements. Payment of the amount quoted is required prior to confirmation of booking. No bookings will be confirmed until the required deposit has been received. On receipt of the deposit, confirmation of the booking will be sent. Additional costs incurred during the stay at Eagles Nest Estate Guest House are payable on departure. Guests can book in anytime from 15h00 during weekdays, and 13:00 over weekends. Late arrivals must be arranged with Management. Bookings are taken on a first come first served basis.

We will Confirm all bookings by e-mail. After receiving the deposit.

Cancellation:

30 Days prior to arrival a 15% cancellation fee will be levied on the total booking amount.
21 Days prior to arrival a 25% cancellation fee will be levied on the total booking amount.
14 Days prior to arrival a 50% cancellation fee will be levied on the total booking amount.
7 Days prior to arrival a 100% cancellation fee will be levied on the total booking amount.

Refunding deposits for bookings is done at the sole discretion of Eagles Nest Estate Guest House Accommodation.

Payment & Settlement of Accounts:

Balances of accounts should be settled upon arrival; and in exceptional circumstances, no later than the day prior to departure. Please note that due to banking charges, a 5% surcharge is applied to all credit card and debit card transactions. An invoice will be issued by Eagles Nest Estate Guest House in accordance with the booking requirements.

Credit Card Facilities available on Site

Damage Policy / Disruptive Behaviour Policy:

Malicious or accidental damage caused by you, your client/s, guest/s or invitee/s, will be charged for at the full replacement cost of the damaged item. An additional cleaning charge will be levied accordingly, e.g. heavily soiled bedding, stained carpets, etc. For the comfort of others, boisterous and rowdy behaviour will not be tolerated and if necessary, disruptive guests will be asked to leave. Children are to be kept under control at all times.

Smoking:

We are a Non-Smoking establishment. Should any guest/s, your client/s, or invitee/s be found to be smoking within the Guest House (including 'hanging out' the windows), they will be charged a R750.00 cleaning fee. Dedicated Smoking Areas and Ashtrays supplied.

Pets:

Regretfully, Eagles Nest Estate cannot accommodate you, your client/s, guest/s or invitee/s together with pets.

Check-In / Check-Out Times:

Guests may arrive anytime between 15:00 and 20:00 on week days and between 13:00 and 19:00 on weekends; earlier or later arrivals are strictly by prior arrangement and may incur a standby cost. Departing guests are to vacate their rooms by 10:00; thereafter, an additional nights lodging will be charged for.

* Luggage may be left for later collection by prior arrangement.

Privacy:

We take great care regarding personal information that is provided to us online ensuring it is used only for stated purposes. We do not pass either your email address or personal details on to any third party.

Confirmed bookings will not be affected by any changes to our rates after the deposit has been paid.

Whilst all efforts have been made with regards to your security and safety, and safes are provided in bed rooms the owners are not liable for any losses, damages or injury of any nature by guests or their property on the premises.

DISCLAIMER / LIABILITY

We have taken all reasonable care to ensure the accuracy of the information presented on this website, however it does not make any warranties regarding the accuracy or completeness of the information within or accessible through the site.

Eagles Nest Estate Guest House Accommodation reserves the right at any time to revise, amend, alter or delete the information provided. Eagles Nest Estate Guest House, its employees, staff & agents are not liable to you, the client, the clients guests or invitees for any loss, damage, injury or death suffered by you or your client/s, guest/s invitee/s on or about the premises of Eagles Nest Estate Guest House whatsoever arising, including but not limited to theft, whether resulting from any act or omission whether negligent or not on the part of Eagles Nest Estate Guest House, its employees, staff & agents.

You, your client/s, guest/s or invitee/s irrevocably waive any / all potential claims and further indemnify and hold harmless Eagles Nest Estate Guest House, its employees, staff & agents.