

GUEST HOUSE RULES & CONDITIONS

Dear Guest, **WELCOME to SASAVONA GAME LODGE, (Private Facility)** we hopethat your stay will be a memorable one.

COVID-19

The facility is regularly disinfected to accommodate new guest. There's a bottle of hand sanitiser at the kitchen, please sanitise your hands when you come into the facility. Each bathroom is equipped with handwash to wash your hands. Please note that the facility have been sanitised and disinfected before you arrived.

Check-in

Starts at 14h00 – 22:00 (Unless special request have been made outside specified times)

Check-out

11h00 (Unless Prior arrangements have been made)

Late check out will be charged per extra hour stayed

Room keys on arrival

1 x set of keys will be handed to main the Guest which will include, access to the main gate, access to second gate and the main house. Addition keys shall be handed for the outside chalets

Lost key or damage to locks

The cost for replacement of lost room keys or damaged locks is applicable and a total amount of R300-00 for lost keys.

Smoking

NO Smoking is Allowed completely inside the house or the Chalets. Smoking is only permitted outside the house. Please be mindful to avoid veld fires at all times.

Breakages

Guest are expected to pay a holding deposit of R1000- 00 (Refundable) for breakages and property damage. The money shall be refunded within 24hrs of departure after inspections.

Please note: Beside breakages of glasses, crockery of which do happens, our linen and towels fall under damages. This means if the linen or towels are stained and/or marked by make-up, hair dye, suntan lotion, shoes, alcohol beverages etc. and we are unable to remove the stains or marks, it will have to be replaced by the guest. This include missing towels and any items taken from the facility.

Guest Rooms

Please **DO NOT Smoke** in the rooms or use flammables or any liquid that may damage the furniture

Please do not use guest rooms for business activities or for any purposes other than accommodation.

Parking Lot

Please use the available parking provided, **DO NOT PARK** on the lawn.

Toilets

No cigarette buds, cotton buds, tampons, sanitary pads or any other material, other than toilet paper may be flushed down the toilet. Charges will occur for any blockage.

Security

The property is electric fenced and is equipped with outdoor passive beams for extra security, please use the beams at your own discretion. Please **SWITCH OFF** electric fence during the day or when you are with kids (Management will not be held liable for any incidents arising from electrical fence)

THE LIVING ROOM

Our TV is equipped with full DSTV channels

Please **DO NOT** feed the fish at the tank or pond

THE KITCHEN

Our kitchen is equipped with cutlery, crockery, wine and drinking glass and all other self-catering equipment, including a refrigerator, microwave, Toaster, Ice Machine, Electric Stove and Oven etc. Complementary, tea, coffee, milk and cooking spices which can be used at no extra cost.

OUTDOOR

There's woods for Braai and Boma available for free should you need to braai or sit around the fire. There's addition Gas Heater at the LAPA. Please ask Sandra to assist you need to make use of the Heater. (the Heater is for **OUTDOOR** use only)

PLEASE DO NOT ENTER THE BUNNY HOUSE

THE SWIMMING POOL

Management shall not be held liable for any injuries resulting from usage of the swimming pool.

- Guests may use the pool on their own risk;
- No children are allowed near the pool without adult supervision;
- Keep the pool area neat and clean at all times;

NOT PETS ALLOWED

Refunds

There will be no refunds for early departures, or No show

Liabilities

We will hold you responsible for any damage or loss caused to our property by your acts or omissions, default, accident or neglect. By booking with us you agree to indemnify us and to pay us on demand an amount reasonably required to make good or to rectify such damage or loss caused by you.

SASAVONA GAME LODGE cannot be held liable of accidents occurred during your stay at our property

Please respect the house and its occupants.

Environmental Policy

The owners of SASAVONA GUEST LODGE are dedicated to the protection of our planets resources and would encourage our guests to help us by:

- * Switching off lights when not in use;
- * Ensuring that taps are always turned off after use;
- * Avoiding the unnecessary use of towels – just use what you need!;
- * Make use of bins provided for garbage and waste. Do not feed the Bunnies
- * We thank you in advance for your comprehension and co-operation.