



TERMS AND CONDITIONS

POPI Act

Nature's Loft adheres to the POPI Act in order to protect our guests from harm and their right to privacy. We ensure the integrity and safekeeping of personal information in our possession or under our control. We will take steps to prevent the information being lost or damaged, or unlawfully accessed.

- **Proof of Identification**

It is mandatory for guests to present valid photo identification at the time of check-in. According to government regulations, a valid Photo ID must be carried by every person above the age of 18 staying at the guest house. Without original copy or valid ID the guest will not be allowed to check-in.

- **General Indemnity**

Whilst every care has been taken by Nature's Loft to ensure the safety of guests and their possessions whilst enjoying our accommodation, Nature's Loft and the owners do not accept any liability in the event that any loss or damage to persons or property is experienced by a guest and their visitors. Should any action by a guest be deemed inappropriate by Nature's Loft, or if any inappropriate behaviour is brought to the attention of Nature's Loft we reserve the right, after the allegations have been investigated, to take action against the guest/s.

- **Valuables**

Nature's Loft or the owners do not accept any liability for loss of or damage to any valuables or property belonging to guests or their visitors. It is therefore the sole responsibility of all guests to make arrangements for adequate insurance coverage on all valuable items prior to arrival at Nature's Loft. This includes but is not limited to, photographic equipment, laptops or other electronic devices, jewellery, cash, and vehicles.

- **Loss or Damage to Nature's Loft**

Should Nature's Loft suffer any loss or damage as a result of an act or omission by a guest or visitor of a guest, the guest will remain liable for full reimbursement of such loss or damage incurred and will be billed accordingly.

- **Right of Admission Reserved**

Nature's Loft always reserves the full right of admission and accepts no liability for any loss or damage that may result from the legal and reasonable exercising of such rights.

- **Dam**

Any guest or their visitors using the dam and surrounding area are utilising such facilities entirely at their own risk and that they are fully aware that there are no lifesaving facilities of any nature provided and therefore indemnify Nature's Loft and the owners of this facility in full and shall have no claim of whatsoever nature against Nature's Loft and the owners including any claim from any injury/ bodily harm/death and or/loss of property which could arise from the use of this facility.

- **Walking/Hiking**

Any guest or their visitors making use of the walking/ hiking trails and surrounding area are utilising such facilities entirely at their own risk and that they are fully aware of the dangers, therefore indemnify Nature's Loft and the owners of this facility in full and shall have no claim of whatsoever nature against Nature's Loft and the owners including any claim from any injury/ bodily harm/death and or/loss of property which could arise from the use of this facility.

- **Parking Lot**

Parking is available free of charge for all guests. Do not cause any parking obstructions. Do not leave any valuables inside your car while it is parked. We cannot accept responsibility for the loss or theft of any such articles while your car is parked on our premises. Parking is at own risk.

- **Honesty Policy**

Please note that everything (including towels and blankets) in the room belong to Nature's Loft. No items are included in the pricing of you unit. The necessary steps will be taken, should an item that belongs to Nature's Loft is found missing from the cabin/tent, after your departure.

- **Non-Smoking**

Nature's Loft, in recognition of Health, Safety and Environment concerns, is committed to providing and maintaining a safe and healthy working environment for all its employees, visitors and contractors. Nature's Loft is a NON-SMOKING establishment and your co-operation in this regard will be appreciated. Smoking is permitted at designated outside areas. Smokers are invited not to smoke immediately outside the entrances or open windows. Please use provided ashtrays and keep area cigarette free. Please ensure not to discard lit cigarettes in the veld or area surrounding the cabins as this might cause veld fires.

Kindly be advised that Guest who smoke inside our chalets will be at risk to have their booking terminated. We also reserve the right to take further action, we may either (at our sole discretion) request the immediate payment of R1 500.00 or instruct a third party to contact you after your stay to recover our costs for deep cleansing of the unit.



The costs we incur if you smoke in our units are likely to include costs for specialist cleaning, repair or replacement of damage by you to our property, the cost of the unit for any period it is unusable and our administration expenses. We will send a breakdown of these costs to the address used for the booking. We therefore respectfully request your cooperation by not smoking inside our units.

• **Check In / Check Out**

Check-in time starts at 14h00, but every effort will be made to accommodate earlier. All outstanding balances are due on arrival and payable before check-in. Keys will be handed over to the guest after payment and administration at all times. The office closes at about 21:00 for late arrival, please arrange it prior to check-in. The after-hours number is Jacqui on 082 412 1500.

Check-out is at 10:00am, later check-out is possible by arrangement only. Please leave the room keys at Reception. The cost for replacement of lost room keys or damaged locks is applicable and to be paid immediately in cash.

• **Noise Levels**

Nature's Loft is situated on a beautiful farm, surrounded by neighbouring farms. Guests and their visitors are expected to show consideration to our neighbours and fellow guests by keeping noise levels to a minimum. It is prohibited to play music out of any vehicle, units, or stereo systems. Bad behaviour and excessive noise are not tolerated; if it continues, the police will be called, and the offenders evicted. If you have a complaint, please speak to Duty Manager immediately. Noise timeout is 21:30 during the week and 22:00 on weekends. The Boma area must be vacated by 23:00. No singing or gatherings may be allowed in the apartments, parking areas or leisure areas. Special arrangements can be made if the entire venue/ accommodation has been booked by a group.

• **Extra Guests / Visitors**

All extra guests or visitors must kindly report to The Loft, complete a visitor sign-in sheet, and pay any additional costs.

• **Terms and Conditions**

By signing this indemnity form I state that I have read and understood the terms and conditions and that I am aware that the Terms and Conditions are to be read in conjunction with the Indemnity form. The person receiving this set of rules undertakes to bring the rules to the attention of all the members of his or her group. This person also accepts responsibility for compliance with the rules by all members of his or her group.

I _____ have read & understood all rules & T&C's as written above.

Date: _____ Place: _____

Sign: _____

I would like to receive further correspondence from Nature's Loft regarding news, specials & promotions. I understand that I will be able to unsubscribe at any time if I agree to receive promotional material from Nature's Loft.

Please Tick One.

Yes. Via Email Only

Yes. Via SMS Only

Yes. Via Email or SMS

No