

Arrival Times

Arrival time is between 15:00 to 18:00 | Departure time by 10:00.

Late arrival or departure by prior arrangement only otherwise R200/Hour will be charged.

Disclaimer:

Kindly note that entry onto the property is made by you at your own risk and that the owners, management, staff or any other person connected to the property cannot be held liable for any damages or injury or losses whatsoever or howsoever incurred by you, irrespective of whether such damage was caused by any act or omission on the part of the owners (save to the extent that any act or omission arises as the result of any willful misconduct on the part of the owners). The owners further make no representations or warranties of any kind, express or implied, in respect of this property and to the full extent permissible by applicable law, disclaim all such warranties. The Right of Admission is reserved. No Firearms allowed on the property.

Keep room doors locked when not occupying the room

Occupational Rules

- Please keep noise to a minimum. No noise is permitted after 21h00. Consider the owners and other guests when returning late at night
- Strictly no smoking is permitted in the rooms. Ashtrays are provided outside, should you wish to smoke. We reserve the right to charge for cleaning of carpets, curtains and soft furnishing should you smoke in the room
- No vehicles may be parked on our lawns or as to block our driveways
- Breakages and losses are for your own account
- Use of the rooms and facilities are exclusively for paying guest only.
- Friends and family cannot be entertained in the rooms or on our property unless by prior arrangement with us and at our discretion.
- Unauthorized guests will be asked to leave and we reserve the right to charge full rates.
- Single rate applies to your room. If another person gets added to the room by the guest, an additional person rate change payment needs to be effected. No prior notice and not adhering to this operation rule will result in penalties!

Short Stays

- A short stay is defined as one month or less, subject to a minimum duration of 14 nights.
- A booking for a short stay is secured upon receipt of full payment prior to arrival.
- Should an Guest wish to extend their booking (by a minimum of 14 nights) seven nights' notice is required.

Long Stays

- A long stay is defined as one month or longer.
- A booking for a long stay is secured upon receipt of a 50% deposit of the first month's stay.
- The outstanding balance of the first month's rental must be paid in full prior to or upon arrival. Occupation will only be permitted upon receipt of full payment. Should the guest wish to extend the booking (by a minimum of 14 days), seven days' notice is required.
- After the first month all subsequent months are to be paid in advance

Reservations

- To secure a booking the required payment must be made within 48 hours of 'Cherry Lodge' receiving an email to bookings@cherrylodge.co.za or
- Whats app to +27 82 391 1524 confirming the intention to book on the applicable date, or the booking will be deemed invalid.
- Until the intention to book email is received the booking is not reserved. After completion of the initial booking, Bookings can be extended upon receipt of payment in advance.

Cancellations

- Cancellations made more than 14 days in advance of the intended occupation date will receive a full refund. This is subject to deductions for any bank charges incurred.
- Cancellations made 7 to 13 days prior to check in will receive a 50% refund, again subject to deductions for any bank charges incurred.
- Cancellations made 3 days or less prior to check in/out will not be eligible for a refund.

Payment

- Payment can be made via Electronic Transfer, Credit/Debit Card or Wise bank in euros or dollars
- Should a Guest not make payment within 3 nights of after check in, the Guest will be required to vacate the room within 24 hours.

Early Departures

- Guests wishing to vacate earlier than their booked check out date **must notify the Lodge 14 nights in advance.**
- If 14 nights notice is provided, a full refund will be given for those nights that have been booked and paid for, but not used after the 14 nights notice period.
- Should **no notice** be given, or if **short notice (less than 14 nights)** be given, there will be **no refund** for days paid and not stayed.

Delivery and Gate and Property safety rules

- **Open the gate** when you have ordered your groceries or any other delivery
- Make sure the person you have ordered the goods for leaves the gate closed

- Do not engage with strangers with cash
- Do not allow strangers to enter the property with you if you are on foot or in a car, if it happens advise reception about it
- Make sure not to open to strangers you are not expecting. Every Guest has their own gate access via the face reader
- **Wait for the gate to close fully before leaving the gate unattended. If the gate does not close for any reason please report to reception**
- **The property** is enclosed with **a green electric fence**, which is active at all the times, **PLEASE DO NOT TOUCH IT!**
- **Hired car companies** are not allowed into the property only in emergency such as breakdown. Please advise reception first before company enters the property
- Kilometer reading needs to be given via what's app picture
- Make sure the vehicle you hire has a valid license disk and insurance
- **Hiring of Nannies** Please, for interviews advise the reception first who is coming with photos of the person and use the dining area at the pool for the interview. **Not your room! Open the gate for the arriving and leaving nanny before/after the interview.**
- Make sure, the nanny you chose, gives you a copy of her Identification, proof of residential address and home address as well as to fill in a personal data sheet for emergencies to be able to contact their families. The personal data sheet is available at reception and the filled in sheet please leave at reception

Gym rules

- No entry under the age of **18 years**
- Keep gym clean and tidy after using the facilities
- No outdoor shoes while using the gym
- Put back weights onto the weight racks
- Switch of the treadmill at the bottom plug point
- Switch off lights after using the gym
- **NOT** abiding by these rules penalty fines will be charged

Swimming pool rules

- **No kids are to be unattended and need to be supervised by a responsible Adult at all times! No kids allowed at the pool area, who can not swim on their own!!**
- **No diving or pushing** others into the pool
- **No throwing stones, toys, food etc.** into the swimming pool
- Pool lounge cushions and chair cushions **not to be used on the grass/paving stones**
- **No room towels** are to be used at the pool, either buy or bring your own or we can supply you on your own account
- Times: 8:00 to 18:00
- Keep noise level acceptable to other guests
- Please pick up toys and clean up after kids
- Breakages of kids on your own account
- Fighting to be handled by parents
- Toilet use only when dry or in your own unit
- **NOT** abiding by these rules, penalty fines will be charged

Lapa/Dinning room areas rules

- Keep areas tidy, leave all cushions on the chairs and couches
- Plastic bottles please dispose in big blue bin for recycling
- Switch off all heaters when you are leaving the areas
- Write down all drinks/chocolate/tea/coffee/snacks on the lists - **this service can only operate** if stock take matches the written down items
- All cushions should stay on the lounges at all time
- Kids toys should be removed when leaving the area as it is a space for all of us
- Keep the area clean and tidy
- Breakages on your own account
- **NOT** abiding by these rules penalty fines will be charged

Water and Electricity Usage

Please note:

- South Africa has water **drought problems** and we ask you to **use water sparingly**.
- South Africa has **electricity problems**, our national electricity supplier (Eskom) has **limited capacity** and implements **power cuts/load shedding** on a daily basis.
- We have a generator for these times for uninterrupted electricity supply and Wi-Fi **but ask you** to switch off appliances when the load is too high and the generator is under strain. **Use appliance sparingly in those times**
- **The sewer system of all toilets and showers** are connected to a **natural septic system** and **please do not throw foreign objects, tampon, sanitary pads, oils or bleach down the toilet or basin !**

Rooms Rate

		Daily *	Daily *	Daily *		Monthly	Monthly	Monthly		+6 Months	+6 Months	+6 Months
House	Unit	Single	Double	Shared		Single	Double	Shared		Single	Double	Shared
The Main	1	550	650	325		400	550	275		400	550	275
The Main	2	550	650	325		450	550	275		450	550	275
The Main	6	550	650	325		400	500	275		350	450	225
The Barn	1 - 6	650	750	375		600	650	325		550	600	300
The Barn-Suite-	7 - 10	850	950	475		750	850	425		650	750	375
The Gables	1 - 8	750	850	425		650	750	375		650	750	375
The Stables	1 - 4	2500	2500	2500		1000	1000	1000		950	950	950
						plus E-Token	plus E-Token	plus E-Token		plus E-Token	plus E-Token	plus E-Token

* minimum stay is 7 nights