

CASCADES COLONIAL ACCOMMODATION

Terms and Conditions

Deposit or Payment in full constitutes acceptance of the following terms and conditions:

Check in/out

- Check in time is 2pm on the arrival date and check out is not later than 10am on departure date.
- Late departure is subject to prior arrangement and may incur extra charges, charged to credit card.

Payment

- Full payment must be received at time of booking.
- We accept payment by the following methods: visa, mastercard, cash or bank transfer.
- A credit card number must be given at the time of confirming irrespective of your payment method.

Cancellation or Variation

- If you wish to cancel or change your booking please contact us as soon as possible.
- Cancellations charges are 50% of booking charge if notice is given prior to three days before the booking date. We will refund the remaining amount.
- In case of late cancellation (less than 3 days) the full amount may still be charged.
- If you do not check in, in accordance with the booking made and terms and conditions you will still be charged the full amount of your booking.
- Should you be eligible for a refund it will be made through your chosen payment method.

Damages, Loss or Breakages

- Any damage, loss or expense incurred by the Management as a result of guests breaching the terms and conditions may be recovered from the guest. Examples include but are not limited to any breakage, damage or excess cleaning required, extra guests or visitors beyond those declared.
- Any additional cleaning charges or removal of excessive rubbish may be charged to the guest.
- Any guests not nominated in the booking will be charged as extra person and charged to the guest.
- These monies will be charged against the credit card, details given at the time of confirmation of the booking.

Other

- Pets are strictly not allowed at the property
- Smoking is not permitted inside the rooms
- Parties and functions are not permissible without prior approval from the management. Breach of this condition may result in eviction and extra charges may be incurred.
- The guest is responsible for the safekeeping of the key. In case of loss or damage then the guest will incur an extra fee.

Problems or Complaints

- In the case of any problems or complaints, you must inform the management at the earliest possible opportunity to enable the management to rectify the situation quickly and efficiently.

You must be at least 18 years old to make a booking.

Please tick the box to indicate that you have read and agree with the terms and conditions specified.

