



Guesthouse Policies

Check-in

Normal Check In time starts at 14:30 to 8.00 PM but every effort will be made to accommodate earlier or later Check Ins (if arranged in advance). It is however permitted, to drop off luggage prior to Check In if desired.

Check-out

Checkout time is at 10:00 am. Please tell us in advance if you require a later Checkout and we will do our utmost to accommodate your request. Late departures may attract a penalty if not pre-arranged.

Room keys on arrival

During normal working hours the keys will be handed over to the guest after payment and administration. Special arrangements for key collection must be made for late arrivals.

Room keys on departure

Please drop the room keys in the post box at the Reception gate. Please ensure that lights and TV's are switched off when departing.

Room keys during long term stay

Long term stay over guests must lock their rooms on their way out and keep their set of keys for the duration of stay.

Lost key or damage to locks

The cost for replacement of lost room keys and gate remotes is applicable and a total amount of R600.00 is to be paid immediately.

Breakfast

Breakfast is served in the dining room area, between 07:00 and 10:00. Earlier and packed breakfast is available on request. The breakfast service is an extra fee of R98.00 per person.

Dinner

Dinner is available Monday - Thursday by prior arrangement. Please request at Reception before 15:00. Dinner is served from 6.00 PM -7.30PM in the dining room or can be served in your room if requested.

Smoking

Smoking is completely forbidden inside the rooms. Smoking is permitted outside the rooms in designated areas only. Please use the ashtrays provided.

Refunds

There will be no refunds for early departures, for breakdowns of air conditioner, heater, appliances, etc, if said breakdown is due to weather and /or other conditions over which the house owner has no control.

Guest Rooms

Please do not use guest rooms for business activities or for any purposes other than accommodation use, without the consent of the Guesthouse owner.

Valuables, security and storage

A digital safe is available in all the guesthouse rooms.

Although the guesthouse management takes responsible steps to ensure the safety and security of all guests and their possessions, guests retain final responsibility for their own safety and security.

Keep rooms locked at all times when absent.

Parking Lot

Parking is available free of charge for all house guests at one parking bay per room. An additional vehicle or trailer will cost R50.00 per day. Do not park in the way of the electrical motorized gate when in a fully open or half way open position as it closes automatically after a few seconds.

Do not leave any valuables inside your car while it is parked. Green Valley Lodge Guesthouse cannot accept responsibility for the loss or theft of any such articles while your car is parked.

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.

General

Guests have no access to rooms and areas marked "PRIVATE".

Common areas

The living room, dining room, game room, swimming pool and braai area are common areas of the guesthouse and for the use of guests only subject to the following conditions:

The dining room

Only used for meals provided by the Guest house.

The game room

Please arrange with reception. Pool sticks must be treated with care and placed back in rack.

The swimming pool

The pool is available for use from 08h00 until 20h00. You must arrange with the Management for access to the pool outside of these hours.

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.

Keep noise level at the pool area low so as not to be a disturbance to other guests.

Please inform children not to urinate in the pool water (let us keep the pool hygienic for the other guests as well)

Please respect other guests wanting to relax and enjoy the tranquillity of the Guest House.

Braai area

Owing to the popularity of this area, arrangements must be made with management prior to use even if guests bring all their own braai utensils.

Should a guest not have any utensils, the following applies:

A Braai Utensil box is available at R50.00 for hire. Includes braai tongs, cutlery, metal tray for meat.

Glass plates and serving dishes available at R10.00 per item. Additional glasses at R5.00 per glass

Charcoal and fire-lights available at R100.00 on request.

Keep the braai area clean and use the refuse bin provided after use.

Never leave the braai stands unattended once it has been lit.

Keep children and pets away from the braai area. Consider a 2 meter "kid-free zone" around the fire.

NOTE:

Green Valley Lodge is not licenced to sell alcohol. Should guests make use of their own alcoholic beverage, please can this be used sparingly as alcohol leads to rowdiness which will not be tolerated.

No loud music allowed at braai area and swimming pool.

Guests abusing this policy will be asked to leave the premises and no refunds will be made.

Pet Policy

Pets are allowed by prior arrangement and provided that the pet owner agree to the following conditions:

The pet is house trained, flea free, not prone to shedding, and not prone to damaging property.

Damage deposit of R500.00 will be held in trust until after the room and area can be inspected.

Pets are not allowed on the furniture or beds, unless a protective cover is used provided by guest.

The cost to repair any damage done by a guest's pet, such as chewing furniture, staining carpet (pet urine) will be charged against the guest's credit card and/or deducted from the damage deposit, and the guest will be charged for carpet cleaning, odour removal, etc.;

Waste removal – guests must ensure that all dog mess is placed in a plastic packet and disposed of hygienically.

All pets must be under the complete control of a responsible guest, and must be on a hand-held leash at all while on the Guest House property. The guest agrees NOT to leave pet(s) alone TO ROAM FREELY THROUGHOUT THE GUESTHOUSE.

We do not limit pet size or breed, however aggressive or unruly dogs are not welcome for the safety of other guests and children in the area. If we receive one or more complaints regarding barking or aggressive pet behaviour, the guest, with their pet will be asked to leave with forfeiture of all rents and security deposit;

Your 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. Normal wear and tear are excluded.

Please report any accidents or incidents to the guest house management in connection with any property damage.

General incapacity

Green Valley Lodge cannot be held liable if any of the following events or conditions prevent the guest house from fulfilling its obligation to guests. However, the guest house will take necessary steps to minimize disruption and discomfort to guests under these conditions:

- * Unanticipated interruption to electricity, water, sewage to and from the guest house;
- * Industrial actions, civil uprising or criminal activity;
- * Fire, frost, flooding, wind or any other force major event.

Because we have several guests, we ask you to respect each other concerning the noise level. If we receive complaints, you will be given a warning. Further complaints are subject to the termination of stay. We reserve the right to end a reservation if a guest becomes a disturbance/nuisance to others including management.

Please respect the guesthouse property and its occupants.

Environmental Policy

The owners of Green Valley Lodge Guesthouse are dedicated to the protection of our planets resources and would encourage our guests to help us by:

- * Switching off lights and TV when not in use;
- * Ensuring that taps are always turned off after use;
- * Avoiding the unnecessary use of towels – just use what you need;
- * We will sort the recyclable rubbish collected from guest rooms i.e. paper, plastic, metal and glass;
- * We thank you in advance for your comprehension and co-operation.