

# TERMS AND CONDITIONS BEACH HOUSE COLLECTION 2026

## Cancellations

**Guest Acknowledgment:** By booking accommodation with The Beach House Collection, guests agree to abide by the terms and conditions outlined below as well as the House Rules displayed at each property. The Beach House Collection retains the right to update, add, alter or amend any of the above terms, conditions and rules at any time. **2. Reservation, Payment & Cancellation Policy:** Rates are subject to the house and availability at the time of booking. Rates are confidential and applicable only to the original Client. If a third party becomes involved, The Beach House Collection reserves the right to adjust rates to accommodate additional service fees or commissions. All rates are quoted in South African Rand (ZAR) and include 15% VAT.

Full payment is due at the time of booking. Cancellations must be submitted in writing to [denise@ctprod.co.za](mailto:denise@ctprod.co.za) Once approved, refunds due will be submitted and processed within 14 working days. **CANCELLATIONS (SHORT STAYS):**

- Cancellations made within 15-30 days before arrival: 25% fee will be charged.
- Cancellations made within 7-14 days before arrival: 50% fee will be charged
- Cancellations made less than 7 days before arrival: 100% fee will be charged
- No Show: 100% fee will be charged

### **CANCELLATIONS (SHORT-STAYS - PEAK SEASON):**

- All bookings made on promotional rates via on OTA Platform are non-refundable.
- Direct bookings will be required to pay a 25% non-refundable deposit
- Should a direct booking be made within 7 days of arrival the cancellation fee may be negotiable depending on the occupancy of the property (T/C's apply)

### **CANCELLATIONS (LONG STAYS):**

- Cancellations made 30 days prior to arrival: 100% cancellation fee will be charged
- 30 days' notice to be provided for any amendments or cancellations
- No show – 100% fees will be charged

## **CANCELLATIONS (LEISURE / STO GROUPS CANCELLATION TERMS):**

- Cancellations made within 7 days to prior to arrival: 100% cancellation fee will be charged
- Festive / Peak Season - cancellations made 30 days prior to arrival: 100% cancellation fee will be charged
- Should a booking be made within 7 days of arrival the cancellation fee may be negotiable depending on the occupancy of the property (T/C's apply)

## **CANCELLATIONS (AD HOC GROUPS CANCELLATION TERMS):**

- Cancellations made more than 90 days before arrival: No penalty shall be charged
- Cancellations made between 60-89 days prior to Arrival: 20% cancellation fee charged on released rooms
- Cancellations made between 30-59 days prior to arrival: 50% cancellation fee charged on released rooms
- Cancellations made 29 or less days prior to arrival: 100% cancellation fee charged on released rooms

### **3. Check-In / Check-Out:**

- Check-in: 15:00 PM
- Check-out: 10:00 AM

Early and late check-out requests are subject to availability and may incur an additional fee. Luggage storage may be arranged upon request and may be subject to additional fees. For check-in and luggage requests, feel free to reach out to our House Manager whose contact information will be sent closer to check-in.

## **4. Payment Terms:**

### **PROVISIONAL BOOKINGS:**

- Bookings made 30+ days before arrival are held for 7 days
- Bookings made 7–29 days before arrival are held for 72 hours
- Bookings made <7 days before arrival are held for 24 hours

### **WEBSITE BOOKINGS:**

**Full payment is required upfront to confirm a booking.**

### **TELEPHONE AND EMAIL BOOKINGS:**

#### **Short stays (<28 days):**

- Full payment due within 7 days of booking, and no later than 7 days before arrival
- Bookings made within 48 hours before arrival require immediate payment via secure payment link (no EFTs allowed)

#### **Long stays (≥28 days):**

- 31+ days before arrival: 50% deposit to secure; balance due 15 days before arrival
- Bookings within 30 days: 100% prepayment required
- Bookings within 48 hours require immediate payment via payment link or EFT.

### **Pre-Paying Agents:**

- Low & High Season: Full payment 30 days before arrival
- Peak Season: 50% within 7 days of booking; balance 30 days before arrival
- Failure to make payment within the stipulated timeframe will result in automatic cancellation.

## **5. Housekeeping Policy:**

- Short stays (<28 days): Rooms cleaned every 3 days
- Long stays (28+ days): Rooms cleaned once per week
- Daily cleaning is available at an additional fee

## **6. Smoking Policy:**

In accordance with the South African Tobacco Products Control Act, all indoor areas (including rooms and public spaces) are non-smoking zones. Violation may result in prosecution and/or fines. Guests may be charged a deep cleaning fee of R3,000 or more for non-compliance.

## **7. Guest Liability & Damages:**

Guests are jointly and severally liable for all services rendered and damages incurred during their stay. A certificate of indebtedness from The Beach House Collection will serve as proof of guest debt and can be used in legal action. The Beach House Collection may retain or sell left-behind items after one month to recover unpaid balances, unless otherwise claimed by the guest within that period.

## **8. Privacy, Safety & Data Protection:**

### **GUEST SAFETY:**

- The Beach House Collection is not liable for personal injury or loss unless caused by negligence.
- Guests are responsible for securing their room and valuables at all times.
- House must be locked up when guests leave the premises and alarms set for insurance requirements to be met.
- Alarm should be set at night time for the guests peace of mind.

## **DATA PROTECTION & POPIA COMPLIANCE:**

- All personal information will be processed in accordance with the Protection of Personal Information Act (POPIA) and our privacy policy (available on our website: <http://neighbourgood.co>)
- By staying with us, you consent to The Beach House Collection using your information for booking and marketing communication. You may unsubscribe at any time.
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## **9. Property Use & Restrictions:**

- No lease or tenancy is created for a Reservation / Booking / Stay. Guests must have a permanent residence elsewhere and agree the stay is temporary.
- The Beach House Collection retains full legal possession of the premises at all times.
- Pets are permitted at The Beach House Collection by arrangement and an extra cleaning fee is to be levied.