



WEBSITE TERMS AND CONDITIONS

PALM HOUSE BOUTIQUE HOTEL & SPA TERMS AND CONDITIONS

ACCEPTANCE OF TERMS

By making a reservation, checking in, staying at, visiting, or using any facilities at Palm House Boutique Hotel and Spa ("the Hotel"), guests agree to these Terms and Conditions. The booking guest accepts responsibility for all members of their party and any visitors introduced onto the property.

RATES, PAYMENTS AND RESERVATIONS

All rates are quoted in South African Rand (ZAR) and include VAT and breakfast unless otherwise specified. Reservations remain provisional until the applicable deposit or payment requirements have been met and written confirmation has been issued by the Hotel. The Hotel reserves the right to amend rates, minimum stay requirements, and booking conditions prior to confirmation. The Hotel reserves the right to impose minimum stay requirements during peak periods, public holidays, special events, or other high-demand periods. A valid credit card may be required at booking and/or check-in. The Hotel reserves the right to pre-authorise cards for accommodation, incidentals, damages, cleaning fees, and outstanding balances. Bank charges, currency conversion costs, and transaction fees remain the responsibility of the guest.

CANCELLATIONS, AMENDMENTS AND NO-SHOWS

Cancellation, amendment, deposit, refund, and payment terms vary according to the rate plan, booking channel, booking type, and stay period selected. The applicable cancellation policy will be confirmed at the time of booking and forms part of the reservation agreement. Where a refund is due, the Hotel reserves the right to deduct reasonable administration, banking, payment processing, currency conversion, and other transaction-related costs incurred in relation to the reservation. No-shows, late cancellations, early departures, non-refundable bookings, peak-period bookings, conference bookings, group bookings, and third-party reservations may be charged up to the full value of the reservation in accordance with the applicable booking conditions. All cancellations and amendments must be submitted in writing.

THIRD-PARTY BOOKINGS

Reservations made through online travel agencies, tour operators, travel agents, wholesalers, or other third-party booking channels remain subject to the terms and conditions applicable to that booking source. The Hotel may, at its sole discretion and where operationally possible, assist with amendments or special requests but is not obligated to override third-party booking conditions.

OCCUPANCY AND REGISTERED GUESTS

Only registered guests may occupy guest rooms or remain in guest accommodation overnight. All guests may be required to present valid identification upon check-in and complete registration formalities as required by law. Room occupancy may not exceed the maximum occupancy applicable to the room category booked. The Hotel reserves the right to refuse access to, charge for, or remove unregistered occupants or visitors.

MINORS

Guests under the age of 18 must always remain under the continuous supervision of a parent or legal guardian. Minors may not be left unattended in guest rooms, public areas, or anywhere on the Hotel premises. The Hotel does not provide childcare or supervision services and assumes no responsibility for the care or supervision of minors. The Hotel reserves the right to require corrective arrangements or refuse accommodation where any situation involving a minor is reasonably considered to present a safety or welfare concern.

VISITORS

Visitors are permitted only with prior approval of the Hotel and remain subject to all Hotel policies. Only registered guests may access guest rooms. Unregistered visitors may not remain in guest rooms between 22h00 and 06h00. Guests remain fully responsible for the conduct of their visitors.

RIGHT OF ACCESS

The Hotel reserves the right to enter guest rooms at any reasonable time for maintenance, housekeeping, inspections, operational requirements, emergencies, security concerns, policy enforcement, or welfare checks. Where reasonably necessary for the safety, health, or wellbeing of an occupant, the Hotel may enter a room regardless of any "Do Not Disturb" indication.

GUEST CONDUCT

Guests are expected to conduct themselves in a manner that respects the comfort, privacy, safety, and enjoyment of others. The Hotel reserves the right to refuse service, remove visitors, terminate accommodation, or require immediate departure where behaviour is considered unlawful, unsafe, disruptive, abusive, threatening, or inconsistent with these Terms and Conditions.

SMOKING

The Hotel is strictly non-smoking in all indoor areas, guest rooms, and any area designated as non-smoking. Cleaning, sanitisation, repair, loss-of-revenue, and related charges arising from breaches of this policy may be charged to the guest.

DAMAGES AND LOSS

Guests are responsible for any damage, breakage, loss, staining, excessive cleaning, or deterioration caused by themselves, members of their party, or visitors. The Hotel reserves the right to charge the cost of repair, replacement, cleaning, or reinstatement to the guest's account or payment method.

USE OF FACILITIES

All facilities, including the swimming pool, spa, sauna, jacuzzi, gardens, parking areas, and common areas, are used entirely at the guest's own risk. No lifeguard is on duty and the swimming pool is not fenced. Parents and guardians are solely responsible for supervising minors at all times.

PARKING

Parking is provided subject to availability and entirely at the owner's risk. The Hotel accepts no responsibility for loss, theft, or damage to vehicles or their contents.

VALUABLES

Guests remain responsible for their personal belongings. The Hotel accepts no liability for loss, theft, or damage to valuables unless such items have been formally accepted by the Hotel for safekeeping.

EVENTS AND FUNCTIONS

Guests hosting events, functions, conferences, meetings, or private gatherings remain responsible for all attendees, contractors, suppliers, and associated conduct. Conference, event, meeting, and group bookings may be subject to separate payment schedules, delegate confirmation requirements, cancellation terms, venue-specific conditions, and operational requirements.

Disclaimer: This document is provided for information purposes only and should be read together with the latest Terms & Conditions published by Palm House Boutique Hotel (PTY) LTD on its official website. Palm House Boutique Hotel (PTY) LTD reserves the right to amend, update, or replace its Terms & Conditions, policies, pricing, and offerings from time to time. The most current version published on the website shall apply. All content, wording, design, and materials contained herein remain the intellectual property of Palm House Boutique Hotel (PTY) LTD and may not be copied, reproduced, distributed, or used without prior written consent.

**FOOD AND BEVERAGE**

Unless expressly agreed in writing, all food and beverages consumed on the premises must be supplied by the Hotel. The Hotel reserves the right to refuse alcohol service in accordance with applicable legislation and responsible service practices.

PETS

Pets are not permitted unless specifically approved in writing by the Hotel. Approved service animals may be accommodated subject to reasonable conditions.

FORCE MAJEURE

The Hotel shall not be liable for any interruption, limitation, or failure of services caused by events beyond its reasonable control, including but not limited to utility failures, municipal service interruptions, internet outages, extreme weather, natural events, public health emergencies, labour disputes, or actions of third-party service providers.

INTERNET ACCESS

Internet services are provided on an "as available" basis. The Hotel makes no warranties regarding availability, speed, security, or uninterrupted access and accepts no liability arising from the use of internet services.

LIABILITY

To the fullest extent permitted by South African law, guests use the Hotel premises, facilities, and services at their own risk. The Hotel, its owners, directors, employees, contractors, and agents shall not be liable for any loss, damage, injury, illness, death, inconvenience, indirect loss, consequential loss, loss of enjoyment, or loss of profit except where such liability cannot lawfully be excluded.

CHECK-IN AND CHECK-OUT

Standard check-in and check-out times are published by the Hotel and may be amended from time to time. The guest's right of occupation is limited to the reserved period. Failure to vacate a room when required may result in additional charges and the removal of belongings at the guest's expense.

PRIVACY AND CCTV

CCTV surveillance may operate in public areas of the Hotel for safety, security, operational, and incident-management purposes.

GOVERNING LAW

These Terms and Conditions are governed by the laws of the Republic of South Africa. Any dispute arising from a reservation, stay, or use of the Hotel shall be subject to the jurisdiction of the South African courts.

CONTACT

Palm House Boutique Hotel and Spa explore@palmhouse.co.za