



Cancellation policy.

Should you cancel more than 28 days before the arrival date, the full deposit less an administration fee of R250 will be refunded.

Should you cancel on, or up to 14 to 28 days before the arrival date, 50% of your deposit less an administration fee of R250 will be refunded.

Should you cancel 3 to 13 days before arrival date, 100% of your deposit will be retained.

Should you cancel on, or up to 3 days before, the arrival date, you will be held liable for the payment of the full booking amount.

Should you leave prior to the arranged departure date there will be no refund.

Please read the Terms and Conditions as set out below before submitting your reservation enquiry.

Terms and Conditions

- Should you have made a reservation for more than 2 guests and you do not notify us BEFORE arrival that the number of guests has changed, you will be charged for the number of guests that you originally specified.
- No extra guests are to sleep over unless prior arrangements have been made with management. Extra guests will be charged accordingly.
- All of our suites are non-smoking areas.
- No noise will be tolerated after 21h00 – please consider other guests and neighbours when departing the guesthouse premises.
- Should friends be visiting resident guests, the friends must leave the guesthouse premises at the latest by 21h00.
- Pool and braai areas are for the exclusive use of the resident guests.
- One off-street parking bay is available per suite – prior arrangement must be made for the parking of a 2nd vehicle on the premises.
- Onsite parking is solely for resident guests. Friends are to park outside the guesthouse property.
- No cheques accepted.
- Cash deposits and international bank transferred attract bank charges which will be for the guests account
- EFT's / Telephone Banking are the preferred methods of payment, credit card facilities are available.
- While every reasonable precaution has been taken to ensure the safety of our guests and their possessions, the owners and management of this establishment and their agents are not responsible for any damage, injury or loss sustained whatsoever.
- The balance owing, and all other charges incurred during you stay, are to be settled on the day BEFORE departure.
- Only persons names who are on the reservation will be permitted inside the rooms and on our property.
- Please note that we deem you to have accepted our Terms and Conditions once we receive your deposit.
- During the Covid 19 pandemic unfortunately NO visitors are allowed onsite unless prior permission is obtained from management. This is to ensure the safety from the virus for our staff and other guests residing at Sunnyside.