



ATLANTIS GUEST HOUSE

TERMS AND CONDITIONS

- o To make a reservation, please provide the following information by telephone, fax, or e-mail (see reservation form).
- o We request payment of a 50% deposit for the nights you'll be staying in advance. You may pay by credit card or do an electronic transfer into our bank account. Please supply proof of payment. Please read the *Policy on Cancellations* before sending payment.
- o Any guest room at Atlantis Guest House may be reserved at the rate determined by the owner.
- o Additional guests may be accommodated at an additional charge per night.
- o To confirm a reservation, a deposit of 50% for the nights you'll be staying is required.
- o Guests who arrive after their confirmed arrival date or depart before the final day of their reservation will forfeit their deposit.
- o Guests who do not honor their confirmed reservation will be charged 100% of the room charge for the entire period reserved.
- o Because of our small size, a cancellation can affect us greatly. Once you have secured your reservation with a deposit, you are fully obligated for your entire stay.
- o If you must cancel your reservation, we will gladly refund your deposit with at least 21 days notice.
- o For cancellations made within the 21 day period before your reserved dates, no refund will be made regardless of the reason, unless we are able to re-book your accommodations.
- o Should it be necessary to arrive later or depart earlier than your confirmed dates, you will be responsible for all of the original room nights booked for your intended stay.
- o Check-in is between 14:00 p.m. and 20:00 p.m. on the day of arrival or by arrangement. Please let us know your expected arrival time. Check-out is no later than 11:00 a.m. on the day of departure (unless by other arrangement).
- o Smoking is not permitted anywhere in the house. You are welcome to smoke outside.
- o You may bring your own alcoholic beverages.
- o To make a reservation, please call or e-mail the Guest House owner. After your deposit is received, you will be sent a confirmation of your reservation. Your reservation is not complete without a written or e-mailed confirmation.

Please contact us using one of the following methods:

- o Email: info@atlantisonline.co.za
- o Telephone: 051 522 7304
- o Cell: 083 329 6044 (Maria/Sarah) 082 3719006 (Margie)
- o Fax: 051 444 2741 (Att: Margie)

