

## Terms and Conditions of Residence and Booking

- The guest warrants that he/she is duly authorized to sign and bind his principal as well as each member of his accompanying party to these terms and conditions of residence and failing such authority, he agrees to be personally liable for all amounts arising from his residence as well as the residence of any member of this accompanying party.
- Cancellation policy
  - Less than 7 days: No refund
  - Between 7 – 14 days 25% refund
  - Between 15 – 21 days 50% refund
  - Between 22 – 28 days 75% refund
- Rates are quoted per apartment per night or per month in South African Rand exclusive of VAT.
- Check in time is 14h00. Early arrivals must be cleared with reservations beforehand.
- Check out time on day of departure is 10h00 am. The guest undertakes to deliver the keys to reception.
- Hydro Executive Apartments reserves the right to amend the rates at any time without notice.
- Credit cards accepted are Visa, MasterCard, Diners Club and American Express.
- A 50% deposit is required to confirm a reservation. Payment must be made in full prior or on arrival.
- Any extension of stay will be strictly subject to availability at the time of request. Guests are advised to notify us as early as possible of any intended extension period.
- Guests will be responsible for any losses, damage and breakages to the apartment and the inventory of furnishings and the cost thereof will be debited from the guest's credit card or refundable rental deposit.
- Guests are advised to check the inventory against the list placed in the apartment within 24 hours of arrival. In the event that an inventory check is not completed upon arrival, guests will be deemed to have accepted the apartment and inventory list as being complete and in good and working condition.
- The rental rates include daily housekeeping (Monday – Saturday), limited personal laundry, electricity, DSTV (satellite television), 24 hour security and parking. The cost of any additional services will be charged against the guest's credit card or deposit (as applicable) unless alternative settlement arrangements are made prior to departure.
- The guest, by signing this booking form, hereby adheres to the rules of the Hydro Park Body Corporate and Hydro Executive Apartments (Pty) Limited reserves the right of admission in this regard.
- No pets are permitted.
- Maximum of 2 people in a one bedroom apartment and 4 people in a 2 bedroom apartment.
- The owner, its agents and/or employees is not liable for:
  - Any loss or damage to the property or possessions of any guest, resident or visitor, whether such damage was caused by fire, theft or otherwise, or by negligence or the wrongful act, or omission, of the owner, its agents and/or employee;
  - The death of or any personal injuries of whatsoever nature sustained by a guest, resident, or visitor, whether such death or injuries were sustained by the negligence or the wrongful act, or omission, of the owner, its agents and/or employee and/or the defective functioning of any apparatus.
- All persons entering the premises do so entirely at their own risk. Hydro Executive Apartments (Pty) Ltd shall not be liable for any loss or damage, howsoever occurring, to the parties' person or property, despite the fact that the parties are aware of the protection which the law affords them and their dependants in relation to injuries or loss suffered in these circumstances. The parties hereby waive, on their own behalf and on the half of their dependants and those whom they legally represent, any claim which may have arising out of injury, loss or damage occurring to themselves or their property whilst on the property.