

Terms and Conditions

The following Terms and Conditions apply to all bookings made on this website or direct. We kindly ask that you take a moment to read them prior to making a Booking.

The Company enters into this Agreement as principal for Bookings made for the lodge it owns.

In these Terms and Conditions the following definitions apply:

1. Definitions

“**Company**” or “**we**” means ParkView Lodge at Farm 880 Colchester Eastern Cape South Africa, a sole owed company.

“**Booking**” means the booking for accommodation, functions and/or any other services or items made with us.

“**Contract**” means the Booking and these Terms, and any other terms and conditions stated to apply to the Booking.

“**Lodge**” means the premises for which your Booking is made.

“**Terms**” means these terms and conditions.

“**Websites**” means www.parkviewlodge.co.za .

“**VAT**” means value added tax.

2. Bookings

All Bookings at the Lodge are subject to these Terms.

At the time of booking or at check-in, we will take your credit/debit card details and you authorize the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of booking in certain circumstances or if the Booking includes the supply of certain items or services. No Booking shall be treated as confirmed until the details and/or payment/deposit described in this paragraph have been provided.

3. Charges

The prices displayed on the Websites are an average per night per person until a rate is selected. Any meals, service or VAT (at the prevailing rate) are included only if specified. A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified. Once a rate is selected on the Websites, the total for your requested stay shall be displayed on the reservation summary. Prices shall be charged in the local currency of the Lodge and any currency conversion facility is provided as an approximation tool only, please refer to the Currency Disclaimer for more details.

The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services. VAT will be payable at the prevailing rate applicable at the tax point of the invoice or Booking confirmation issued, and may change depending on the actual rate and the VAT treatment of the goods and services purchased at that date.

Price lists for additional items, such as restaurant meals and room service, are on display at relevant locations within the Hotel and are available on request.

4. Check-in/ Check-out Requirements

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference; their passport/identity card/driving license and a valid credit or debit card which will be swiped in the presence of the card holder. We reserve the right to refuse entry to persons who cannot provide the information set out above.

Unless otherwise stated on the booking confirmation, Guests may check-in at any time from 14h00 p.m. on the scheduled day of arrival. All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until 11h59pm on the scheduled day of arrival unless otherwise agreed directly with the Lodge. Any non-secured reservation will be held until 16h00 p.m. on the day of arrival at which time we will be entitled to re-let the room, unless the guest has notified the hotel of a late arrival.

On the day of departure we kindly ask all guests to vacate their rooms by 10h00 am (unless a later departure is stated as part of your Booking). Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the Lodge.

Rooms are subject to maximum occupancy rules set by the Lodge. If you would like further details please contact the Company or the Lodge.

5. Payment

We accept the following methods of payment: credit cards: MasterCard, Credit Card, and debit cards - Visa and Visa/Electron or EFT if done 10 days prior to arrival.

For advance purchase rates the card you booked with must be presented on arrival, along with the appropriate ID.

At the time of check-in we will authorize the accommodation charges (room rate, VAT and any service charge) and anticipated incidentals for the duration of your stay against your credit/debit card. We may also choose to accept a deposit in place of payment card authorization by another valid form of payment, including cash.

During your stay the Lodge system will calculate the incidentals charged to your room on a daily basis. If the cost of those incidentals exceed the authorization taken on check-in, further authorization will automatically be requested and if such authorization is not available, we may request another method of settlement or a deposit to be provided, failing which we reserve the right to restrict access to your room.

All outstanding charges must be paid for in full on check-out from the Hotel. If the outstanding charges do not exceed the authorization taken on check-in, the authorization for the amount not utilized will be released, however, we cannot control how long it takes for your bank to effect such release. If staying for multiple nights at the Lodge we may require you to make payment for any outstanding charges on a more frequent basis during your stay.

6. Cancellation Policy and No Shows

See cancellation policy for that.

7. Changes or Cancellation by the Company.

Very occasionally we may need to cancel your Booking. In such circumstances you will be given a full refund but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavors to try and re-locate any confirmed Booking cancelled by us to an alternative location similar in standard to the Lodge.

Your booking is for a class of room in the Lodge and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. However, we may need to allocate an alternative room to you for operational or safety reasons. If we need to move you to a different room during your booking for which a lower rate is available than the rate you booked at, we will refund you the difference in the rates.

8. Damage

We reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Lodge during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

9. Accessibility

Dependent on your individual needs a selection of specifically designed rooms is provided at our Lodge.

Please contact us to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

10. Leisure/Swimming Pool

Guests staying in ParkView Lodge use all facilities at their own risk, including the swimming pool.

No drinking of any alcohol or other drinks are allowed inside the pool.

No diving or excessive noise will be allowed and management may ask you to leave the pool area if you are guilty of these.

Please do not use your towels from the room but the ones supplies for the pool specifically.

Pool Hours will be till 18h00 daily as the proximity off the pool is close to a restaurant. This will be until further notice as a new swimming pool area will be developed.

Children under 16 years of age must be accompanied by an adult at all times in the pool. For health and safety reasons children under 16 are not permitted to use the gymnasium unless by supervision of a direct parent.

At certain times, facilities may become unavailable due to maintenance, adverse weather conditions or other reasons beyond our control. We will attempt to keep all Lodge guests informed of these circumstances however this may not always be possible. If any facility is a significant reason for your choice of Lodge, we would advise you to check directly with the Lodge in advance of arrival.

11. Parking

We have our own car park. Terms and conditions may also apply to car park use. Please contact the Lodge directly for more information. Cars and their contents are left at the owner's/customer's own risk. We do not accept responsibility for loss or damage (save as may not be excluded or restricted by applicable law).

12. Hotel Events

Please be aware that at certain times throughout the year we may have an event at the Lodge. Please contact the Hotel directly in advance of your stay for further information.

13. Guest Behavior

Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the Lodge, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Lodge, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the Lodge if, in our reasonable opinion, we consider this provision to have been breached. Abuse of alcohol to a point where it becomes a problem to other guests or unsafe to us or yourself you may be asked to leave our property. Where this is the case we shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

14. No Smoking

Guests are not permitted to smoke in rooms or public areas.

Specific smoking area will be indicated.

15. Children

All children (a person under 16 years of age) staying at the Hotel must be accompanied by an adult and must be supervised by an adult at all times.

16. Babysitting

A babysitting service is available at an extra charge. We recommend that arrangements are made in advance to avoid disappointment. Your contract will be direct with the babysitting agency and not with the Company. The concierge desk at the Hotel will be able to assist in arranging the babysitting service with our chosen babysitting agency.

17. Pets

Guide dogs are accepted with prior arrangement, but otherwise no pets are allowed at the Hotel.

18. Personal Information

Telephone calls may be recorded from time to time to help us improve the service we offer you.

All personal information stored and used by us is done so in accordance with our Privacy Policy and Cookie Policy.

19. Force Majeure

The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

20. Limitation of Liability

The Company will not be responsible for the loss or damage of any property left in the Hotel other than as required under the applicable law.

The Company will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the Company, its employees, contractor or agents or otherwise). The Company's total liability shall not exceed the value of the charges received by it under the Contract.

Nothing contained in the Contract or in any other document referred to or incorporated in it shall be read or construed as excluding any liability for death or personal injury caused by the Company's negligence or liability for fraud or fraudulent misrepresentation.

21. Governing Law and Jurisdiction

The Contract and any non-contractual obligations arising in connection with it are governed by South African law.

The South African courts have exclusive jurisdiction to determine any dispute arising in connection with the Contract, including disputes relating to any non-contractual obligations.

Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the South African courts (on the grounds that the South African courts are not a convenient forum or otherwise).

22. Web Site Information

While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, the Company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular product or hotel.

The content of the Websites is the copyright of the Company, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent.

Trademarks used on the Websites are the property of the respective owner. Hyperlinks to third party websites are provided for your convenience. We cannot accept responsibility for the content or use of third party sites.

The Websites are operated by the Company.