



Where country living meets modern comfort.

## **Avoca Vale Country Hotel Rules & Regulations**

- 1. Accommodation Rate:** The quoted accommodation rate is room only and 15% VAT inclusive. Meals and other services are available at extra cost. Your accommodation rate is available at reception or the Duty Manager.
- 2. Settlement of Bills:** Guests will settle their accounts in full before departure. The hotel accepts Visa, MasterCard or cash. Cheques are not accepted.
- 3. Check-in:** Please present your ID card, Passport or Driver's License upon Check-in. The hotel will scan or copy the document for records as required by the Tourism Act.
- 4. Departure:** Check out time on the day of departure is latest 10 am. In the event of a late checkout, please inform reception on the day before departure. The extension will be granted depending room availability. An additional charges may apply.
- 5. Guest Belongings:** Guests are requested to lock their room doors. Valuables should be stored in the room's electronic safety locker. The guest should make alternative storage arrangements for large items such as laptops. Be aware that there are vervet monkeys in the area. Do not approach or feed them. The Management will not be responsible, in any way whatsoever, for any loss / or damage to the Guest's belongings or any other property from either the hotel room, the locker or any other part of the hotel for any cause whatsoever including theft of pilferage.
- 6. Pets:** No Pets are allowed
- 7. Damage to Property:** The guest will be held responsible for any loss or damage to the hotel property caused by themselves, their guests or any person for whom they are responsible.
- 8. Laws and Regulations:** Guest are requested to observe, abide by, conform to and be bound by all applicable acts, laws and Government rules in force.
- 9. Parental control:** Parents/Chaperones are responsible for the conduct of their children/group members at all times.





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**10. Pool:** No food or glass containers are allowed in pool area. All minors (16 years and under) must be accompanied by an adult (at least 18 years of age) when in the in the pool area.

**11. Smoking:** Smoking is not allowed in any rooms, if you are found to have smoked in a non-smoking room, you will incur R500.00 charge for deep cleaning.

**12. Keys:** Guests must return keys upon departure.

**Note:** *Any guests found tampering with the Hotel fire/emergency system will be subject to a fine of R3000.*

