



SWELLENDAM SOUTH AFRICA
SCHOONE OORDT
Country House
1853

Policies 2017

Cancellations

- No show or early departure forfeits 100% of total stay.
- Cancellations 0 to 14 days prior forfeit 100% of total stay.
- Cancellations 15 to 28 days prior forfeit 50% of total stay.
- Cancellations in excess of 28 days prior will incur a 10% administration fee to cover banking and handling charges.
- Please note that we do consider a cancellation on merit, if it is truly beyond the guests' control, and will charge accordingly.

Check-in & Check out Times

- Our Check-in is at 14:00 and Check-out at 11:00
- We do try to accommodate early check-ins and late check-outs where we can, but we have a large amount of one night stays and therefore need the time to change over rooms.

Children

- We welcome and love children of all ages.
- Age 0 to 6 free when sharing with parents.
- Age 7 to 10, 25% of rack room rate including breakfast when sharing with parents.
- Older than 10, we recommend reserving the family cottage/family suite or inter-leading rooms.
- There is a single sofa bed, ideal for children up to 10yrs of age, and space for a cot in each luxury room.
- There is space for a camper cot in the Honeymoon Suite, but no sofa bed.
- Our existing Family Cottage has 2 extended length single beds in an upstairs loft area with an extended length king for parents downstairs. There is a flat rate for this room based on 2 adults and 2 children (of any age).
- Our new Family Suite, available from the 1st May 2017, will accommodate 2 adults and up to 4 children (of any age) in two separate bedrooms. There is a flat rate for this room too.
- Please note that we have one antique wooden and one modern camper cot. Please ensure that these are pre-booked if required.

Deposits

- We require a 50% deposit from guests to secure a reservation.
- We are prepared to hold reservations for tour operators until full and final payment is affected 30 days before guest's arrival, unless alternative payment arrangements have been made and agreed upon by both parties.

Dinners

- The Dinner, Bed and Breakfast rates include dinner for 2 adults in a double room booking and 1 adult in a single room booking for food only. Drinks & Gratuities are an additional charge and may be paid on check out.
- Please kindly ensure that we are made aware of any dietary requirements, allergies or special requests before arrival so that we can plan & prepare accordingly.
- Children's meals are charged additionally based on age. 0 to 6yrs at R50 per meal. 7 to 13yrs at half of the adult price. Above 13 at full adult rate.

Festive season minimum stay

- We have a two-night minimum stay requirement from the 16th December to the 16th January each year. Please note that we do need to hold to it, as it both enhances guest experience and eases pressure over an incredibly busy time.

Guide Rates

- We are able to offer a guide room at 50% of Luxury Room Rack Rates, except during December, January, February and March.
- During peak season, December through March, we are able to offer a guide room at our usual Single Room Rates.
- If more reasonable rates are required, we are able to recommend a number of lovely local B&B's, some even within walking distance.

Provisional Bookings

- We're happy to hold provisional bookings for a maximum of 2 weeks, unless out of season or very far in advance, then we're negotiable.



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Rooms

- As of the 1st May 2017, we shall have 11 rooms:
 - 8 x Luxury Rooms which are identical in décor & facilities except for unique antique cupboards & dressers. 2 of these Luxury Rooms are interleading through the balcony and are ideal for families with older children or groups of friends travelling together.
 - 1 x Honeymoon Suite which is private, larger & more romantic.
 - 2 x Family Rooms which are also more private & separate from other guests.
 - These are made up of one Family Cottage with a loft area for up to 2 children and one 2-bedroomed Family Suite for up to 4 children.
 - Please note that the Family Suite is only available to book from 1st May 2017
- The Honeymoon Suite is at the opposite end of the property to the Family Rooms.
- All rooms are fitted with tea/coffee stations, refrigerators, aircon, satellite TV, DVD players, electronic safes, underfloor heating & heated towel rails in the bathrooms.
- All rooms have wood-burning fireplaces except the Family Cottage.
- Pure goose down bedding, 100% cotton embroidered linen, embroidered gowns, slippers & pure wool carpets add to the luxury.
- We have consistently been awarded 5-star Country House status from 2011 to 2016 by the Tourism Grading Council of South Africa.

Smoking

- Smoking is not permitted in the rooms or the manor house, but ashtrays are provided on the patios.

Visa cards

- We accept all major credit cards at no additional charge.

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