



Cell: +27 67 062 3255 (WhatsApp Only) | Email: bookings@linquendaguestfarm.co.za

<https://linquendaguestfarm.co.za>

Terms and Conditions:

The guest hereby acknowledges that all accommodation bookings are subject to the following Terms and Conditions and that all guests will be bound by these Terms and Conditions. Upon paying a deposit or settling balance in full, you acknowledge your acceptance and understanding of these Terms and Conditions. Please note that all guests are required to sign an indemnity form prior to check-in.

Payment & Deposit

A booking will only be confirmed once the full booking amount and key & breakage deposit have been received and reflects in our bank account. Please ensure that any outstanding balance, including key & breakage deposit, is paid at least 7 working days prior to arrival. If the booking is made less than 7 days prior to arrival, all monies and deposits are to be paid immediately.

SnapScan – payment can be made at the following link: <https://pos.snapscan.io/gr/PXMP40363>

Credit card payments – please request a secure link to be sent

For EFT/Bank deposits, please pay the amount due into the following bank account before the due date. Kindly enter your booking reference on the proof of payment and e-mail the proof of payment to bookings@linquendaguestfarm.co.za

Please note a cash handling fee of R20 should be added to cash deposits made at ATMs or over the counter at the bank.

Account Name: LinQ Landgoed cc
Bank: Nedbank
Branch: Krugersdorp
Account No: 1988471532
Branch code: 198841
Type of account: Cheque

Linquenda Guest Farm (LinQ Landgoed cc) reserves the right to cancel & refund accommodation or move guests to similar alternative accommodation should the need arise, for reasons beyond our control and not due to our negligence.

Refundable Key & Breakage Deposit – subject to conditions

A refundable key & breakage deposit (subject to conditions) is payable 7 days prior to arrival. If the booking is made less than 7 days prior to arrival the deposit is payable immediately. The amount depends on the room/unit (see below). Keys will not be handed over under any circumstances unless the key and breakage deposit has been received. This deposit is refundable by bank transfer within 7 working days after departure once the unit has been checked and all found in order. Please note that the key deposit will be retained, and additional charges imposed if more guests than booked for are found to be utilizing the premises. Please note that a cleaning fee may be deducted from the key and breakage deposit should the unit be left excessively dirty or left in any other unsatisfactory state. Please furnish us with your banking details prior to arrival for the refund.

Olienhout Self-Catering Unit : R800 key & breakage deposit
Blou Valk Self-Catering Unit : R800 key & breakage deposit
Piet-my-Vrou Self-Catering Unit : R800 key & breakage deposit
Ou-Kraal Self-Catering Unit : R800 key & breakage deposit
Die Stoor Mini-Self-Catering : R500 key & breakage deposit
Visarend Mini-Self-Catering : R500 key & breakage deposit

Cancellation Policy

In the event of the deposit not paid in full, no monies will be refunded.

If a booking is cancelled more than one month prior to arrival 85% of amount paid will be refunded.

Between 30 & 22 days prior to arrival 65% of amount paid will be refunded.

Between 21 & 15 days prior to arrival 50% of amount paid will be refunded.

Between 14 & 7 days prior to arrival 20% of amount paid will be refunded.

Less than 7 days prior to arrival, or in the event of a guest not arriving, no refund will be considered or paid.

Check-in and Check-out

Check-in time is strictly between **14h00 – 21h00**. Please arrange with us should you be arriving later than 21h00.

Check-out time is strictly at **10h00** on the last day of your stay. Any unit that is not vacated by 10h00 will be subject to a surcharge of **R100** per hour or part thereof, for each hour exceeding the check-out time. **The surcharge is deductible from the Key & Breakage deposit. The guest consents to this deduction.**

Extra Guests / Day Visitors

No extra guests / day visitors other than booked and paid for will be allowed to enter the premises. No exceptions.

If it is found that you are in breach of this policy, you will be asked to vacate the premises immediately. No monies, including the key & breakage deposit, will be refunded.

Noise Disturbance / Quiet Hours

Please note that the establishment is not an event venue, therefore large gatherings, parties, bachelors/bachelorettes or spit braais are not permitted.

The main attraction of Linqenda Guest Farm (LinQ Landgoed cc) is its peacefulness, serenity and the fact that we are centrally located between tourist attractions and within the Cradle of Humankind World Heritage Site – which is governed by strict environmental and cultural legislation. We therefore want to encourage you to please respect the premises, fellow guests and other permanent residents at all times. Televisions, voices, or other devices **must always be kept at a respectful low**. No loud music allowed. Quiet hours are from **21h00pm to 07h00 am**.

If it is found that you are in breach of this policy, and after a second warning not adhered to, you will be asked to vacate the premises immediately. No monies, including the key & breakage deposit, will be refunded.

No Smoking

For safety and to ensure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking tobacco, e-cigarettes, vaping, cartridges containing the liquid of nicotine, hookahs, incense or cigars inside our units. You are welcome to do so outside. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. If it is found that you are in breach of this policy, a **R1000** spot fine is payable.

Right to refuse Service

Linquenda Guest Farm (LinQ Landgoed cc) reserves the right to evict a guest:

- who is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests;
- seeks to use the hotel for an unlawful purpose;
- refuses to abide by the reasonable standards or policies established for the operation and management of our establishment.

Liability

Guest/s attend this establishment at their own risk.

Proprietor, its agent/s and/or its employee/s

The "Proprietor" shall not be liable for, and the guest/s hereby waive/s and abandon/s any claims of whatever nature including but not limited to that for theft, injury, loss or damage of whatever nature, against the "Proprietor", whether arising from the "Proprietor's" default, negligence or otherwise. The guest/s, in addition to the aforesaid, hereby indemnify the "Proprietor" against any claims which may arise from whatever nature, whether arising from the "Proprietor's" default, negligence or otherwise.

LinQ Landgoed cc ("Proprietor") – Linquenda Guest Farm, Lanseria ("The Premises")

This Disclaimer Notice/Indemnity applies to all persons who enter the "Premises", whether as casual visitor, overnight guest, user of any of the facilities on the "Premises" or participating in any activity on the "Premises" or arranged by "Proprietor" (collectively referred to as "The Visitor").

"The Visitor" acknowledges that he/she has read & understands this indemnity & agrees to be bound by the following: I/we enter and use the "Premises", surrounds of the "Premises" and participate in any activities at the "Premises" entirely at my/our own risk.

Although there have been no security problems, users/guests need to take the necessary precautions. I/we agree to obey at all times any warning notices and instructions of "Proprietor".

Visitors hold harmless and indemnify the owners, management, staff, directors of "Proprietor" and other guests ("the Indemnified Parties") against any consequences of visiting, participating in any activities or incidents at or arranged by "Proprietor" and waive any claims I/we may have.

It includes any loss of/damage to personal effects/property, any indirect, consequential or special loss/damage, financial

loss, illness, injury, harm or death howsoever caused and legal costs (attorney & own client scale) that the Indemnified Parties may incur.

Safety

It is common knowledge that crime is a reality in South Africa. Given the magnitude and the seriousness of criminal activities, it is impossible to guarantee that your stay will be unaffected by this reality. We have however done everything humanly possible to ensure your safety. This includes a well-maintained electric fence; outside perimeter motion detectors; motion detectors around the units; the main gate is under 24-hour video surveillance and we are linked to a reputable armed response company. From time to time it does happen that the motion detectors / fence is triggered by small animals, large insects as well as weather factors (lightning / hard rain). Should the alarm go off, please remain indoors and ensure your doors are locked. Our manager will keep you updated. We also strongly advise that all doors are shut and locked at night.

Please ensure the main security gate close behind you when you enter or leave. Should it happen that it does not close, please inform the manager.

Linquenda Guest Farm (LinQ Landgoed cc) is a child- & animal-friendly and family orientated establishment. Children and animals have right of way. The speed limit is therefore not more than 20km/h. Speeding of any kind will not be tolerated. If it is found that you are in breach of this policy, a R1000 spot fine will be payable.

General

Please note that all our units are **Self Catering or Room only** therefore we **ONLY** provide a starter kit of toilet paper (one roll per bathroom), a small amount of washing up liquid, one rubbish bag and tea/coffee/milk/sugar for single use.

Unless otherwise stated, units are not serviced. If you would like to request a cleaner during your stay, please arrange with the manager. An extra fee is payable. During a longer stay, the unit will be cleaned and linen and towels replaced once every 4 days.

Please bring along your own food, drinks, toiletries, and wood.

Emergencies

Emergency number during your stay: 081 892 5387 (Deon Kruger)

Private Hospital: Life Fourways Hospital [18km] | Pinehaven Netcare Hospital [22km]

Government Hospital: DR Yusuf Dadoo Hospital Krugersdorp [30km]