

TERMS AND CONDITIONS CEDARWOODS OF SANDTON

WEBSITE TERMS AND CONDITIONS OF USE OF THIS WEBSITE

AND/OR SERVICES OFFERED BY CEDARWOODS OF SANDTON (PTY) LTD

Please read these terms and conditions of use carefully. By accessing or using this Website, you agree to be bound by the website Terms described herein and by all terms, policies and guidelines incorporated by reference. If you do not agree to all of these website Terms, do not use this website.

These website Terms apply to your use of this website and do not alter in any way the terms or conditions of any other agreement you may have with CedarWoods of Sandton (Pty) Ltd ("CedarWoods" or the "us", "we", "our"), its subsidiaries or affiliates and you represent and warrant that you are over the age of 18 and are lawfully able to accept these website Terms. If you are using the website on behalf of any entity, you further represent and warrant that you are authorised to accept these website Terms on such entity's behalf, and that such entity agrees to indemnify Cedarwoods for violations of these website Terms.

ACCOMMODATION RESERVATION TERMS AND CONDITIONS

CEDARWOODS GENERAL TERMS FOR ALL RESERVATIONS

Any reservation and use of the facilities at the Cedarwoods hotel is subject to the Standard Terms and Conditions of Residence.

By clicking the "Terms and conditions" button, you signify and accept all terms and conditions contained in this website.

1. The guest, by signing the registration card warrants that he is duly authorised to sign and bind his principal to these conditions of residence and failing such authority, agrees to be personally liable for all amounts arising from the residence of himself and his accompanying party (as set out on the front hereof) at the Hotel.
2. The guest and/or his principal agrees to pay not later than the time of departure (unless prior written arrangements have been made with the Hotel Management) the room rate as determined by the Hotel for the period of residence together with the costs of food, beverage and VAT (if applicable), incurred by the guest and his accompanying party during his/her stay in the Hotel. Periodic payments must be made if account exceeds the credit limit designated by the Hotel, and bills are payable on presentation.
3. A certificate from the Hotel Manager shall constitute proof of indebtedness of the guest and/or his principal and of the particulars therein for all purposes including any action instituted by the Hotel against the guest and/or his principal.
4. The guest agrees that after his departure, the Hotel may retain goods left by him and authorises the Hotel after giving one month's notice to the address registered by the guest of its intentions to do so, to sell same, privately or publicly at the Hotel's discretion at such price as the Hotel may determine and offset proceedings of such sale against possible indebtedness of the guest or to hold such proceeds or part thereof for a period of three years pending any claims by the guest of those proceeds failing which they shall be deemed as having been donated to the Hotel.
5. The guest hereby agrees on behalf of himself and the members of his accompanying party that it is a condition of his/their occupation of the Hotel that notwithstanding the provisions of Sections 84(1) and (2) of the Liquor Act of 1977 as amended a copy of which is exhibited in the Hotel premises and to which the guests' attention has been directed. CedarWoods of Sandton will not be responsible for nor liable to, compensate any person in respect of personal injuries, or loss of, or damage to, private belongings sustained while such person is a lodger on the premises.
6. Where appropriate the masculine gender shall include the feminine gender and vice versa and single shall include plural.
7. The guest hereby consents to the jurisdiction of the Magistrates Court having jurisdiction over the guest in respect of any proceedings in connection with the stay of the guest and his accompanying party in the Hotel. Notwithstanding the foregoing the Hotel shall have the right of instituting all or any proceedings connected with such stay in the Hotel in any Division of the Supreme Court of South Africa having jurisdiction.
8. CedarWoods accepts all major credit cards on the website:-

You agree that the transaction constitutes an electronic transaction as defined in the Electronic Communications and Transactions Act 2002 (as amended) and that a binding agreement has been concluded between CedarWoods and you in terms of which you authorise CedarWoods at which a reservation has been made to deduct from, or to debit, the credit card the amount owing for services rendered or to be rendered and that your written signature shall not be required for authorisation purposes.

Instant payment to guarantee and confirm your reservation:-

For a successful authorisation by the bank you will receive on screen confirmation of your reservation.

For a unsuccessful authorisation by the bank you will receive notification of this on screen and no reservation will be held for you at the hotel.

Deposits can be made into our bank account, please refer to advance deposit procedure Terms and Conditions for more information on this.

If a company has existing credit facilities with CedarWoods, and such booking is made on these credit terms, the Hotel will accept the standard form of guarantee from the company to secure the booking e.g. voucher, order, company letter from authorised personnel.

ADVANCE DEPOSIT REQUIREMENT

A booker is welcome to make a cash payment to the hotel. It is the responsibility of the booker to transmit the receipt and notify the hotel of this payment. Cash only payments will be received. Not permissible for cross border payments.

To guarantee a reservation, we will require prepayment prior to your arrival in the forms of:

Credit card which has been processed online

EFT payments need to be made within 7 (seven) days of receipt of the pro forma invoice which you would receive from the hotel. It is the responsibility of the traveler to request the pro forma invoice from the hotel directly. Once the payment has been processed, the booker or bookers company needs to notify the hotel by forwarding the proof of payment via email as indicated on the pro forma invoice.

RESERVATION, CANCELLATION AND NO SHOW POLICIES

In order to confirm availability at the hotel a Guest must make a reservation through the CedarWoods approved on-line booking-channel, telephonically, by e-mail or through a tour operator or travel agent. Walk-ins are acceptable subject to availability at that time.

All reservations will be held until 16h00 on the reserved date of arrival. All reservations not guaranteed for late arrival after 16h00 will be released and cancelled at 16h00. If a guest arrives after 16h00 and the hotel has a vacancy, the reservation may be reinstated and the guest checked in.

To guarantee a reservation or to guarantee for late arrival the hotel must have one of the following:

Credit card details, including Cardholder name, Card Type, 16 digit credit card number. Expiry Date, CVV Number;

A voucher from a travel agent;

If paying by cash, a deposit or payment securing a minimum one nights' accommodation, VAT and tourism related levies (if applicable) paid into the hotel's bank account in cleared funds;

A company order guaranteeing payment;

A late arrival guarantee will include a charge on the credit card or to the travel agent, tour operator or corporate of one nights' accommodation, VAT and Tourism Levy.

If no room is available for a late arrival guaranteed reservation the host hotel will reserve a room at another equivalent hotel and arrange transport for the guest to get to the alternate hotel. The host hotel is responsible for the difference in room rate should the alternate hotel's room rate be more expensive than the host hotel's rate.

In the event of a Guest not showing, a no show charge will be administered to the tour operator, corporate or travel agent or against the credit card provided of one nights' accommodation, VAT and Tourism Levy.

Overbooking may occur inadvertently from time to time. In this event the hotel will reserve a room at another equivalent hotel and arrange transport for the guest to get to the alternate hotel. The hotel is responsible for the difference in room rate should the alternate hotel's room rate be more expensive than the hotel's rate.

In the event of a Guest cancelling a reservation less than 24 hours before the date of arrival, a cancellation charge may, at the hotel's sole discretion, be administered to the tour operator, corporate or travel agent or against the credit card provided of one nights' accommodation, VAT and Tourism Levy. Cancelled Group bookings and cancellations less than 24 hours before the date of arrival during peak periods will incur a cancellation charge, without exception. In the event of a cash deposit, the hotel is entitled to levy the aforementioned cancellation charge against such cash deposit and refund the balance to the Guest in accordance with their instructions.

In the event of a Guest cancelling a reservation more than 24 hours before the date of arrival, the hotel shall refund the full amount paid in advance, to the relevant to the tour operator, corporate or travel agent or against the credit card provided or against the cash deposit. Requests for a refund will be processed within 7 business days from date of cancellation.

Cheques will not be accepted for any purposes whatsoever unless pre-authorized by the General Manager of the hotel

DATA PRIVACY (PRIVACY POLICY)

The Guest acknowledges that when making a reservation CedarWoods is obliged by law to collect the personal information of all guests residing at the hotel and may from time to time be required to provide such information to the relevant government and/or regulatory authorities.

Save as aforementioned CedarWoods undertakes to treat all personal information as confidential information and shall not disclose same, without the prior written consent of the guest to whom the information relates, save where CedarWoods is required by law to do so.

CedarWoods undertakes that it shall not, at any time, copy, compile, collect, collate, process, mine, store, transfer, alter, delete, interfere with or in any other manner use any personal data for any purpose other than with the express prior written consent of the guest to whom it relates or to the extent necessary to comply with CedarWoods's obligations arising under concurrent legislation.

CANCELLATION AND REFUND POLICY

If you cancel your reservation less than 24 (twenty four) hours from the day of arrival, a cancellation fee of the rate for one night plus 1% (one percent) Tourism Levy and/or any other applicable government taxes or levies will be levied against you. Cedarwoods reserves the right to debit your credit card with a cancellation fee equal to one night's accommodation if a reservation is not cancelled by 16h00 South African time on the day of your arrival. If your reservation was guaranteed by a charge to your credit card at the time of the reservation, this will be forfeited.

A no-show is the non-arrival of a guest without notification in writing email to the hotel. In the case of a no-show, a no-show fee of one night plus 1% (one percent) Tourism Levy and/or any other applicable government taxes or levies will be levied against you. If your reservation was guaranteed by a charge to your credit card at the time of the reservation, this will be forfeited.



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