



Accommodation



Conference

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Tradefast 5 T/A The Key

Vat.Reg.Nr.: 4140183403

The following terms and conditions will apply to all bookings. We ask that you take a moment to read them prior to making a booking. Please pay attention to our deposit and cancellation policies as well as the other terms and conditions marked in bold in this document.

In these terms and conditions, which apply to all bookings, the following words shall mean:

“Agreement” means your booking confirmation read together with these Terms & Conditions;

“Guest” means the person who will be accommodated at The Key;

“The Key” means the The Key Guesthouse

** “Terms & Conditions” means the terms and conditions of stay contained herein.

BOOKING PROCEDURE

Bookings must be made in advance. Quotations for accommodation will be based on availability as at the date and time of quoting. Guests will receive a booking confirmation, in writing, once the booking has been secured via payment of a deposit or presentation of a billing voucher (for all bookings made through a travel agent or tour operator).

CHARGES, DEPOSIT AND PAYMENT

Prices quoted by The Key are expressed inclusive of VAT. Price lists for additional items, such as room service and restaurant meals, are available on request or are displayed at the relevant location within The Key. All other charges incurred during a Guest’s stay may either be settled immediately or by debiting them to each room’s account, in which event such account shall be settled in full on departure upon presentation of an invoice. Bookings must be secured by full payment of the accommodation costs or by way of a billing voucher (for bookings made via tour agents). Payment may be made via electronic funds transfer (into the bank account shown on the proforma invoice) or credit card. We accept MasterCard and Visa. Should a person fail to pay such deposit or present a billing voucher by the due date, The Key may treat the booking as having been cancelled without further notice.

CANCELLATIONS AND NON-ARRIVALS

Cancellations to any bookings must be made in writing. The Guest shall be liable for and pay to The Key a cancellation fee, the amount as described by The Key at the time of booking confirmation. All rooms that have been confirmed will be held until 24h00 on the scheduled date of arrival at which time The Key may re-let the room without further notice, unless notified of a late arrival.

The following cancellation fee applies on the full value of the original booking:

- If cancelled within 30 days prior to arrival - 25%
- If cancelled 7 to 2 days prior to arrival - 50%
- If cancelled less than 2 days prior to arrival or no show - 100%

CHANGES TO BOOKINGS

Changes to any bookings must be made in writing. No amendments are guaranteed until written confirmation is provided by The Key. Rate variations may apply, depending on the nature of the change.

CHECK IN & CHECK OUT POLICIES

Standard Check In Time: 12:00 Hrs

Standard Check Out Time: 10:00 Hrs

Requests for early check-in & late check-out will be handled based on availability at the time of check-in (an additional fee is payable for guaranteed late check-out).

The Key can accommodate guest luggage complimentary in a secure location until the room is ready.

Should you need to confirm an earlier arrival than The Key’s standard check-in time or a departure later than 10:00 am, please contact The Key directly in advance.

If you plan to arrive earlier than The Key’s check-in time and want to guarantee that you would be able to check into your room upon arrival, we would advise you to reserve the night prior to the date of arrival.

Exceeding check-out times without notifying The Key in advance can result in extra charges, including, but not limited to, late check-out fees and/or an extra night’s charges being applied to your bill.

FOOD AND BEVERAGES

Only food and beverages (including alcoholic and soft drinks) purchased on The Key premises may be consumed at The Key.

DAMAGE TO OR REMOVAL OF HOTEL PROPERTY

Guests will be responsible for any damage caused to The Key's room or any furnishings, fittings and equipment therein by any act or omission of the Guest, his/her invitees, subcontractors or guests. Should this damage come to light after the guest has departed, The Key reserves the right to make a charge to the Guest's credit or debit card.

The Key reserves the right to charge Guests the cost of replacing any items that are removed from The Key by them without consent. The charge will be the full replacement amount of the missing item.

The Key reserves the right to take action against any guest found to have tampered/interfered with any fire detection equipment throughout The Key, including detector heads in public areas and bedrooms, break glass points and fire extinguishers.

Guests found to have tampered with any fire detection or firefighting equipment will be charged with any costs incurred by The Key due to their actions and additionally may be asked to leave The Key.

Should the fact that fire fighting or detection equipment had been tampered with come to light after the guests have departed The Key reserves the right to make a charge to the Guest's credit or debit card?

LOST PROPERTY

If The Key staff find any personal effects, goods left behind by a Guest or any other lost property,

The Key will retain such items and if an item is not reclaimed within the 3 months of the Guest's departure it will be disposed of by The Key at its discretion.

BEHAVIOUR

The Key reserves the right to judge acceptable levels of noise or behaviour of the Guest or invitees of the Guest who must take all steps necessary for corrective action as requested by The Key. In the event of failure to comply with management's request, The Key may terminate a booking or function immediately without being liable for any refund or compensation.

NO DISCRIMINATION

It is the policy of The Key not to discriminate on the grounds of race, color, nationality, sex, marital status, age, ethnic origin or disability and as a responsible host, we believe that we have a duty to our guests to protect them from inappropriate behaviour.

The Guest, his/her employees, guests and sub-contractors engaged by or on behalf of the Guest are expected to adhere to this policy and The Key may, without incurring any liability to the Guest, immediately remove from The Key any person(s) offending against this policy.

Should any actions by a guest be deemed inappropriate by the Duty Manager, or if any inappropriate behaviour is brought to the attention of the Duty Manager, The Key reserves the right, after any allegations have been investigated, to take action against the Guest.

DISABILITY POLICY

Not suitable for people with physical disabilities.

AVAILABILITY AND USE OF FACILITIES AND OUTSIDE SERVICES

The Key will do its best to ensure that all facilities listed at The Key will be available during your stay.

However, we cannot guarantee that they will be available as maintenance and other work may be necessary from time to time.

Prior consent of The Key must be received for any entertainment, beauty or other services contracted by the Guest outside of The Key.

The Key may refuse or grant its consent at its absolute discretion without being liable to the Guest for such decision.

The Guest, if engaging the services of persons outside the employ of The Key, shall indemnify The Key against any loss of or damage to property or death or illness of or injury to any person(s) and against all claims, demands, proceedings and damages arising as a result thereto.

The Key may in its absolute discretion refuse access to any third party service provider in appropriate circumstances.

PETS POLICY

Pets are allowed only upon request. Pets must be leashed at all times and are not allowed in The Key restaurants or public areas.

Dogs may not be left unattended in guest rooms.

It is recommended to bring the pet's immunization certification.

NO SMOKING POLICY

Smoking is strictly prohibited in all rooms and suites or public areas of The Key including corridors, lounge, lobby and the breakfast area.

Smoking is permitted on the balconies or patios and all public areas.

PARKING

For the convenience of our guests, we offer free Self Parking in our private parking lot of The Key's location.

GUARANTEE POLICY

A valid credit card guarantee, deposit or pre-payment is required at the time of booking.

MasterCard, Visa, credit cards are accepted as a guarantee.

HOTEL EVENTS

Please take note that at certain times during the year The Key may host functions and events which may be considered a disturbance or an intrusion during a Guest's stay. Please contact The Key should you require further information.

LIABILITY

All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from this Agreement.

The Key shall have no liability to the Guest and/or the Guest's invitees, visitors, employees, sub-contractors or invitees for any special, indirect, consequential loss or damage. The Key total liability shall, wherever permitted by law, be limited to the value of this Agreement.

The Guest shall indemnify The Key against any/all liability and any claims, proceedings or damages resulting or arising from or by the booking, function, the Guest, his/her invitees, visitors or any service provider engaged by the Guest.

Guests are encouraged to lock their motor vehicles and rooms at all times unattended. Guests should take note that parking areas are not supervised and The Key does not accept responsibility whatsoever for damage to, or theft from or theft of, motor vehicles parked on The Key premises or from rooms in The Key.

The Guest is advised to have and is responsible for insurance to cover loss of baggage, personal effects and money.

The Guest shall be responsible for any damage caused to the rooms, furnishings, utensils and equipment therein caused by or attributable to any act, omission, default or neglect of the Guest, his/her invitees, visitors or service providers engaged by The Key and will pay to The Key on demand the amount required to make good or remedy any such damage. For the purpose of this clause, acts or omissions of the guests, invitees, employees and/or subcontractors shall be deemed acts of the Guest.

FORCE MAJEURE

The Key shall not be in breach of this Agreement if it does not provide the services under this Agreement, circumstances:

and it shall be entitled to cancel a booking if it is no longer able to provide the accommodation, due to one or more of the following

Any part of The Key is closed due to fire, alteration or redecoration by order of any public authority or any reason beyond The Key's control;

There is a failure to supply The Key with gas, electricity or water outside of The Key's control;

The Key is unable to fulfil the booking as a result of industrial action by its staff or one of its suppliers;

Fire, lightning, explosion, riot or civil commotion, malicious damage, storm, tempest, flood, burst pipes, earthquakes, or impact resulting in The Key is unable to provide the booked facilities; The Key or any part thereof is designated for alternate use.

If anyone of the events above occurs The Key will do its best to avoid any inconvenience and will return any payments made.

CANCELLATION BY THE KEY

The Key shall be entitled to cancel any booking immediately if a Guest is in arrears with payment to The Key,

or if a Guest becomes insolvent or has an administrator appointed over his/her affairs,

or if Guest breaches any of the other of these Terms and Conditions.

If The Key cancels the booking for reasons other than as set out in these Terms and Conditions,

then it will use its reasonable endeavours to provide alternative facilities to the Guest at another hotel similar or comparable standard subject to such facilities being available.

GENERAL

The Key reserves the right to deduct any sums owed to it by the Guest and the exercise of such right shall be without prejudice to any other rights which The Key may have in terms of this Agreement or in law.

The Agreement will be construed in accordance with RSA law and the Guest agrees to submit to the non-exclusive jurisdiction of South African courts.

Any notice or invoice hereunder shall be duly served on either party if delivered to their last known address.

No variation of this Agreement shall be valid unless it is in writing and signed by, or on behalf of, each of the parties.

Failure to exercise, or any delay in exercising, any right or remedy provided under this Agreement by law to The Key shall not constitute a waiver of that (or any other) right or remedy, nor shall it precluded or restrict any further exercise of that (or any other) right or remedy.

In the event that a Guest has a complaint during his/her stay at The Key, he/she must bring it to the attention of The Key management as soon as possible to allow The Key the opportunity to address the issue during your stay.