

10 5th Ave, Highlands North, Johannesburg, 2192  
+27 77 274 4555  
info@taugoldenmane.com

## **TERMS & CONDITIONS**

### **Tau Golden Mane Guesthouse**

#### 1. General

By making a reservation and staying at Tau Golden Mane Guesthouse, guests agree to abide by these Terms and Conditions.

Right of admission is reserved.

Facilities are for paying guests only unless prior arrangements have been made.

Guests have no access to rooms or areas marked "PRIVATE".

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#### 2. Check-In & Check-Out

Check-in: From 14:00 (earlier/later by prior arrangement).

Check-out: Before 10:00.

Late arrivals must be arranged in advance.

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#### 3. Keys

Lost key replacement fee: ZAR 200

Lock replacement fee: ZAR 500

Long-term guests must secure rooms and retain keys during their stay.

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#### 4. Use of Rooms

Guest rooms are for accommodation purposes only.



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The following are not permitted without written consent:

- Business activities
- Cooking or food storage in rooms
- Use of flammables

Maximum occupancy must be adhered to.

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## 5. Smoking Policy

Smoking is strictly prohibited inside the house and guest rooms.  
Smoking is permitted outside in designated areas only.

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## 6. Safety & Security

While reasonable steps are taken to ensure safety, guests remain responsible for their personal belongings.

The Guesthouse is not liable for:

- Loss of valuables
  - Theft from vehicles
  - Personal injury unless caused by gross negligence
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## 7. Force Majeure

The Guesthouse cannot be held liable for events beyond its control, including but not limited to:

- Electricity or water interruptions



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- Civil unrest
  - Fire, flooding, natural disasters
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## 8. Damage & Liability

Guests are responsible for any damage caused to the property.  
Costs for repairs or replacements will be payable on demand.

Normal wear and tear excluded.

