

GUEST HOUSE POLICIES & HOUSE RULES



Tau Golden Mane Guest House

1. ARRIVAL & DEPARTURE

- **Check-in:** Starts at **14:00H**. Every effort will be made to accommodate early or late arrivals if arranged in advance.
- **Check-out:** Before **10:00H**. Please notify us in advance if a late checkout is required.
- **Room Keys:** Keys are handed over after payment and administration. For late arrivals, special arrangements must be made.
- **Long-term Stays:** Guests must lock their rooms and retain their keys for the duration of the stay.
- **Lost Keys/Damaged Locks:** A fee of **200 ZAR** applies for lost keys and **500 ZAR** for lock replacement, payable immediately.

2. SMOKING POLICY

- **Indoors:** Smoking is strictly forbidden inside the house, guest rooms, and living areas.
- **Outdoors:** Smoking is permitted in the yard and barbecue area. Please use the provided ashtrays.

3. PAYMENTS, CANCELLATIONS & REFUNDS

- **Rates:** All prices exclude VAT and levies. Confirmed reservations will be honored at the confirmed rates.
- **Prepayment:** Required unless agreed upon in writing.
- **Cancellation Timeline:**
 - **Free Cancellation:** Up to 7 days before arrival.
 - **3–6 Days Prior:** 50% cancellation fee applies.
 - **Within 48 Hours / No-Show:** 100% cancellation fee applies.
- **Early Departures:** No refunds for early departures or utility breakdowns due to weather/force majeure.
- **Handling Fee:** All refunds are subject to a **20% handling fee**.

4. GUEST ROOM USAGE

- **Safety:** No flammables (candles, cooking equipment, etc.) are allowed in rooms.
- **Food:** Cooking and storing food in bedrooms is prohibited. Please use the communal kitchen.
- **Visitors:** All visits must be arranged with management. Visitors are **not allowed** in guest rooms.
- **Occupancy:** Maximum occupancy limits must be strictly adhered to.

5. SAFETY, SECURITY & VALUABLES

- **Responsibility:** Management is not responsible for lost items. Please lock your doors.
- **Security:** The property is monitored by **24-hour CCTV** and a security reaction team.
- **Parking:** Available free of charge. Do not leave valuables inside your vehicle.

- **Right of Admission:** Access is controlled by management; right of admission is reserved.

6. COMMUNAL AREAS & KITCHEN RULES

- **General:** Please respect other guests and limit noise between **22:00H and 08:00H**.
- **Kitchen Etiquette:**
 - Clean the stove and sinks immediately after use.
 - Label all food in the refrigerator. Unlabeled or spoiled items will be disposed of.
 - No storage is permitted in cupboards under the sinks.
 - Dispose of trash in the bins provided; do not pour oil or grease down the drains.
- **Facilities:** Includes refrigerator, microwave, air fryer, toaster, and kettle. Please clean up immediately after use.

7. GENERAL POLICIES

- **Private Areas:** Guests do not have access to areas marked “PRIVATE.”
- **Toilets:** Only toilet paper may be flushed. Charges apply for blockages caused by other materials.
- **Pets:** No pets are allowed on the premises.
- **Liability:** Guests are responsible for any damage or loss caused to the property (excluding normal wear and tear).

8. ENVIRONMENTAL COMMITMENT

We encourage our guests to help us protect our planet by:

- Switching off lights and taps when not in use.

- Using only the towels you need.
- Participating in our on-site recycling (paper, plastic, metal, and glass).

Thank you for choosing Tau Golden Mane. We wish you a comfortable and pleasant stay.