



Terms and Conditions

RESERVATIONS, PAYMENT AND TERMS

Rates are based on the number of people that occupy a room. Persons over the age of 12 years are considered as adults.

A Reservation is not confirmed until received a deposit (50%), credit card details or voucher with surnames, contact number, of each guest is provided to the Guesthouse

Accommodation is payable in advance or on arrival unless otherwise agreed in writing.

It is the responsibility of the Guest to check all details are correct upon receipt of the reservation confirmation

CANCELLATION POLICY

A Fee of 50% is payable should a confirmed booking be cancelled with less than 7 days' notice.

Cash, internet transfers (bank details provided on pro forma invoice) and credit cards (Visa, MasterCard), are valid payment methods. Cheques are not accepted.

The full cost of the accommodation is payable if a guest fails to arrive or cancel a reservation by less than 24 hours' notice.

The full cost of dinner is payable if cancelled with less than 24-hour notice.

Refunds will only be made after the payment has been cleared into 5 on Jean's Bank Account. A 10% administration fee is charged on all refunds.

The Guesthouse reserves the right to move a guest to alternative accommodation of similar standard due to unforeseen events that would cause the Guest discomfort.

Discounted rates will be revised should the conditions of the discounted rates not be adhered to.

Rates are subject to change without notice.

Quotations are valid for 7 days unless otherwise specified.

An administration fee of 10% will be added to any service the Guesthouse pays on behalf of the guest.

5 on Jean may, in its sole discretion, change this agreement or any part thereof at any time without notice.

CUSTOMER PRIVACY POLICY

5 on Jean shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:

<http://www.justice.gov.za/legislation/acts/2000-002.pdf>

ARRIVAL AND DEPARTURE

Check in time is between 14:00 and 19:00. No check-in will be made after 22:00. This is necessary to ensure the security, comfort and well being of other guests.

Check out time is on or before 10:00 to enable the room to be prepared in time for new arrivals.

Late check out/ early check in that it means that the room can't be occupied for the following/previous night, will result in an additional night occupancy accommodation charge.

SERVICE HOURS

The reception desk is open from 07:00 to 19:00 on weekdays and from 08:00 to 15:00 on weekends and public holidays.



If assistance is required out side office hours, prior arrangement must be made.
All guest rooms are serviced daily between 08h00 and 11h00.
Limited housekeeping services are available on weekends and Public Holidays
Next day Laundry Services are available Monday to Friday only

MEALS

A complimentary Breakfast is served on weekdays from 06h30 to 08h00. On weekends and public holidays breakfast is served from 07h30 to 09h00.

We offer dinner by prior arrangement. Dinner is served from 18h30 to 20h00
No food allowed to be taken in our Guest rooms.

SELF SERVICE FACILITIES, ENTERTAINMENT

Guests may not entertain visitors in their Rooms.
The Guesthouse provides a free wireless internet service
The Swimming pool is for the exclusive use of paying Guests between 9:00 and 17:00 and no children under the age of 12 will be allowed unsupervised.

VEHICLE PARKING

Parking is limited to one vehicle per room
One set of keys is provided per room.
We accept no responsibility for damage or loss to your vehicle.

SMOKING POLICY

NO SMOKING is permitted indoors, in guest rooms or in enclosed public areas or verandas outside the Guest rooms.

SECURITY & LOSS AND DAMAGE

The Guest will retain personal liability for any loss or damaged caused to the property of 5 on Jean (except wear and tear)

All damage must be reported to Reception immediately

The Guesthouse takes reasonable steps to ensure the safety and security of the Guests and their possessions, although Guests retain the final responsibility for their own safety and security.

The Guesthouse can not be held responsible if any of the following events prevents the Guest from fulfilling the its obligation to the Guest;

- Industrial action
- Criminal activity
- Fire, flooding or any "Act of God"
- Interruption to the electricity
- Water and sewage services

We have however made provision for emergencies through the installation of a 5000L Water reservoir as well as a 7.5 kVA Generator

COUNTRY OF DOMICILE

This website is governed by the laws of South Africa and 5 on Jean chooses as it's domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.