



## Accommodation Terms & Conditions

Welcome to Mentors Country Estate! We are committed to providing a comfortable and enjoyable stay for all our guests. Kindly read through the terms and conditions below to ensure a smooth experience during your visit.

### 1. Booking & Payment

- 1.1. A 50% deposit is required to secure your booking. Your booking will only be confirmed once proof of payment has been received.
- 1.2. The full balance must be paid prior to arrival via EFT or Master/Visa card.
- 1.3. No cash payments will be accepted on arrival.
- 1.4. All rates are quoted in South African Rand (ZAR) and are subject to change without prior notice.

### 2. Cancellation Policy

- 2.1. Cancellations made 30 days or more before the arrival date will incur a 10% cancellation fee (of the deposit paid).
- 2.2. Cancellations made within 30 days of the arrival date will be charged the full booking amount.
- 2.3. No-shows and early departures are non-refundable.

### 3. Check-In & Check-Out Times

- 3.1. Check-in: Between 14h00 and 22h00
- 3.2. Check-out: By 10h00
- 3.3. *Late check-out is subject to availability and must be arranged in advance. Additional charges may apply.*

### 4. Occupancy Policy

- 4.1. Each unit has a maximum occupancy limit, which may not be exceeded.
- 4.2. No extra mattresses or portable beds may be brought into the units to accommodate additional guests.
- 4.3. Only registered guests are allowed to stay overnight.

### 5. External Visitors & Events

- 5.1. Please note that our accommodation units are intended for registered guests only.
- 5.2. No external visitors or events (e.g. parties, birthday celebrations, etc.) may be hosted at the units unless prior arrangement has been made and the appropriate venue has been booked through Mentors Country Estate.
- 5.3. We reserve the right to deny entry to unregistered visitors or to end the booking early without refund if this policy is violated.

### 6. Amenities

- 6.1. Each unit includes DSTV (Hospitality package), SABC, and eTV channels.
- 6.2. Linen and bath towels are provided. Please bring your own beach or swimming towels.
- 6.3. Linen is changed every 4–5 days for longer stays.

### 7. General Guidelines

- 7.1. Please ensure that our accommodation and facilities meet your needs before confirming your booking.
- 7.2. Quiet hours are from 22h00. We kindly ask all guests to respect fellow visitors and neighbours.
- 7.3. Mentors Country Estate is a non-smoking establishment indoors. Designated smoking areas are provided.