



Accommodation Booking

Terms and Conditions

Check In: 14h00 (Monday to Sunday)

Check Out: 10h00 (Monday to Sunday)

Deposit, Cancellation and Non-Arrival Policies:

All payments are made to Mitre's Edge Vineyards' account. No payments are due to any third parties for added services.

If funds are deposited into the incorrect bank account, a refund will only occur once the payment is cleared by our bank.

Deposits

- We request a 100% deposit for a stay that is 7 days or less.
- A 50% deposit is payable for a stay of more than 7 days, with the balance payable before or on arrival at Mitre's Edge.
- Payments are to be made through EFT (contact us for banking details), or we can request clients' credit card details to confirm a booking.

Cancellations

Mitre's Edge maintains a strict cancellation policy. Please read through our conditions carefully to ensure an understanding of our cancellation policy before booking with us.

If the reservation is cancelled, for whatever reason, the client will be held liable for payment, whether a deposit was paid or not.

Fees are as follows:

- For all cancellations, clients forfeit 10% of the booking cost to cover credit card and banking fees.
- Cancellations 30 days prior to arrival, clients forfeit 50% of the total booking cost.
- Cancellations between 30-15 days prior to arrival, clients forfeit 75% of the total booking cost.
- Cancellations between 14-1 days prior to arrival, clients forfeit 100% of the total booking cost.

- For non-arrival/no show/premature departure, 100% of total booking cost is payable.
- Verbal and e-mail reservations are binding and serve as a confirmation of the booking.
- Tour Companies and Travel Agencies operating on a bill-back basis will also be liable for our standard cancellation fees if a booking is cancelled (whether a voucher was received or not).

Liability

Guests agree, on behalf of themselves and their parties, that neither the establishment of Mitre's Edge, nor its owners, employees or agents, will be held responsible for any injury, death, or the loss or damage of property, upon our premises, whether arising from fire, theft or any cause and by whomsoever caused or arising from the negligence (gross or otherwise) or wrongful act of any person in the employment of the guesthouse.

Any damages caused to the guesthouse property during guests' stay, due to bad behaviour or carelessness, will be added to their account. An amount will also be charged if keys are lost and need to be replaced.

We look forward to your visit!