

BAKENHOF

W I N E L A N D S L O D G E

T's & C's Self-Catering Overnight Accommodation

Total Maximum 22 Adults and 8 Children

*For ease of reference **Guest** refers to a specific person/s holding a valid Bakenhof Winelands Lodge Reservation and/ or a Confirmation Form (referred to as Confirmation).*

***Visitor** refers to any person entering Bakenhof Winelands Lodge property and facility without a Confirmation. This includes non-paying day or night visitors of Guests, their families, friends, acquaintances, and Guests attending a wedding or function.*

***Service Provider** refers to any person entering Bakenhof Winelands Lodge property and facility without a Confirmation including Photographers, Videographers, Hairdressers, Stylists, Make-up Artists, Florists, Wedding Coordinators, Nail Technicians, Beauty Therapists and any other Service Provider contracted by a Guest and/or a Bridal Party.*

Guest's Visitors and Service Providers

- Guests accept full responsibility for the actions and conduct of their Visitors and Service Providers.
- Guests will inform their Visitors and Service Providers of our T's & C's and ensure it is understood and followed.

- Guests shall make prior arrangements with their Visitors and Service Providers regarding all logistics i.e. directions, entry to the farm, who to meet them, where to go, where to park etc.

Standard Check In and Check Out

- Check In 15h00 and Check Out 10h00 for all overnight accommodation.
- Unless otherwise agreed, and to avoid additional charges, please adhere to the Check Out times, or as otherwise stipulated in the Confirmation Form.
- Self Check In and/or Self Check Out available on request and by prior arrangement.
- Covid Protocol requires us to perform deep cleaning procedures, in order to do so we need sufficient time between Check Out and Check In of Guests.
- All personal items should be removed before the stipulated Check Out time and the key should be left in the door or handed in at Reception/ Key Deposit stand.
- All personal consumables/food/drinks/perishables will be removed and discarded of immediately after the Check Out time, unless otherwise agreed.
- Should any personal item be found after the Check Out time it will be removed, the door locked and items kept at Reception's Lost and Found for 7 calendar days, unless otherwise agreed. After the 7 calendar days these items will be donated to a third party.
- We accept no responsibility for any personal item or consumables left in a room after Check Out time.
- To avoid locksmith and remote charges (for your account) please remember to leave our key and remote before your departure.

Alternative Check In and Check Out times

- Bakenhof Winelands Lodge is a self-catering accommodation business, independently run and separately managed from Bakenhof Venue. We value and welcome the Venue's bridal couples and wedding guests as our Guests, as we also appreciate and rely on the support of the public and non-wedding guests. To remain a successful separate business, we need to achieve certain occupancy levels.

Our Check In and Check Out times reflect the accepted standards of the self catering accommodation industry. Although we understand that these times may not meet the needs of some wedding Guests due to function and wedding starting times, we can unfortunately not accommodate complimentary early Check In and late Check Out requests in advance. In order to accommodate such requests, we would need to block the room to avoid it being sold to another paying Guest, which we can unfortunately not do.

- Early Check In can be booked in advance during low season, on request and subject to availability, and will be charged for, (unless last minute otherwise agreed) in advance:
 - Between 08h00 and 10h00 – 100% of the overnight rate
 - between 10h00 and 12h00 - 75% of the overnight rate
 - between 12h00 and 14h00 - 50% of the overnight rate.
- Late Check Out can be booked in advance during low season, subject to availability and will be charged for (unless last minute otherwise agreed) in advance:
 - between 10h00 and 12h00 - 50% of the overnight rate
 - between 12h00 and 14h00 – 75% of the overnight rate
 - after 14h00 – 100% of the overnight rate.
- A guaranteed complimentary early Check In and late Check Out can only be made available when included in a Package, or on request subject to last minute availability, which cannot be guaranteed and only be confirmed 12 hours before Check In/ Check Out.

Wedding day preparation facilities for Guests – specifically for a Bride, Bridesmaids, Groom and Groomsmen

- No Visitors, Service Providers or group wedding preparations in any suite except the Get Ready Suite, Pamper Parlour and The Den, or unless otherwise confirmed in writing.
- To respect the privacy and comfort of other third party paying guest and unless a Package is booked or otherwise agreed in writing, please note:
 - No rehearsal dinners, group parties or get togethers
 - No professional Photo Shoots before or after the wedding in the communal gardens and outdoor areas

- No drones or videography in the communal gardens and outdoor areas.
- Bride and Bridesmaids
 - The Get Ready Suite and Pamper Parlour is the only facility available for the group to dress and prepare in one Suite for a wedding.
 - No more than 8 adults allowed in The Get Ready Suite or Pamper Parlour at any given time, this includes the total number of adults indoors and outdoors combined, including Guests, Visitors and Service Providers.
 - Should a Bride and Bridesmaids decide to prepare in any other Suite which they have booked overnight accommodation for, they are welcome to do so individually **but without access to any Visitors or Service Providers, specifically Hairdressers and Make Up Artists.** There may also be no more persons in the Suite than the number of overnight Guests booked and paid for in the specific Suite. This includes other Guests and Photographers.
 - The regular Check In and Check Out times apply for all suites.
 - Regret no non-paying Visitors, family or friends, unless included in a Package and confirmed in writing.
- Groom and Groomsmen
 - The Den is the only facility available for the group to dress and prepare in one Suite for a wedding.
 - No more than 8 adults allowed in The Den at any given time, this includes the total number of adults indoors and outdoors combined, including Guests, Visitors and Service Providers.
 - Should a Groom and his Groomsmen decide to prepare in any other Suite which they have booked, they are welcome to do so, with the proviso that there are no more persons in the Suite at any time as the number of overnight Guests booked and paid for. This includes other Guests, Visitors and Service Providers.
 - The regular Check In and Check Out times apply for all suites.

Jacuzzi, Sunset Deck and Hot Tubs

- The Jacuzzi, sunset deck and Hot Tubs are for the exclusive use of the paying overnight guests of specific Suites, as specified in the Confirmation.

- The Jacuzzi and Hot Tubs will be filled and heated by prior arrangement only.
- The use of the Jacuzzi and Hot Tubs are subject to weather conditions.
- The use of the Jacuzzi and Hot Tubs are at own risk.
- One basket of wood included with the Hot Tubs, please supply your own additional wood, or purchase at Reception.
- Please cover the Jacuzzi and Hot Tubs with the thermal blanket provided.
- Please switch the Jacuzzi off when not in use.
- Please do not leave any fire unattended.
- Operating instructions to be followed, any damage to the Jacuzzi or Hot Tubs as result of operating instructions not being followed will be for the Guest's account.

Barbeques, Elopements, Parties, Kitchen Teas, Bachelorettes, Rehearsal Dinners

- Facilities available subject to prior arrangement and quotation.
- Strictly no unauthorised parties, gatherings, get together and after wedding parties.
- Music must be switched off between 23h00 and 09h00.
- All Facilities and Suites only available and included for the number of people as stipulated in the Confirmation Form, this includes Guests, Visitors and Service Providers.
- Unless otherwise agreed, standard Check In and Check Out times apply.
- Only charcoal to be used in the Weber Barbeques – please supply your own.
- Please do not leave any open fire unattended.
- Please leave Suites and Facilities clean and in the same way found. Please wash and dry dishes and remove leftover food. If left unclean an additional R 500 will be charged as a cleaning levy.

Confirmation, Payment Terms, Cancellation and Changes

- 50% Deposit of the total booking to secure the booking - no booking is secure without a deposit paid and a Confirmation Form.
- Payment terms:
 - 50% Deposit of the total booking to secure the booking and receive a Confirmation Form

- 25% Deposit of the total booking 14 days or more before arrival
- 25% Balance of the total booking 7 days or more before arrival.
- Cancellation fees apply once a Confirmation Form has been issued:
 - 7 days or less before arrival, 100% of the total booking will be forfeited
 - 8 days to 14 days before arrival, 75% of the total booking will be forfeited
 - 14 days to 29 days before arrival, 50% of the total booking will be forfeited
 - 30 days or more before arrival, 25% of the total booking will be forfeited.
- Change fees apply once a Confirmation Form has been issued. Should the value of the changed booking be less than the value of the initial Confirmation Form:
 - 7 days or less before arrival, 100% of the difference between the higher and lower value will be forfeited
 - 8 days to 14 days before arrival, 75% of the difference between the higher and lower value will be forfeited
 - 14 days and more before arrival, 50% of the of the difference between the higher and lower value will be forfeited.

Special COVID19 Conditions:

- Relaxed cancellation and change fees apply:
 - should a person or their immediate family test positive for COVID19 and as result be in self isolation or quarantine (a valid medical certificate may be requested)
 - should national restriction levels demand cancelation or changes.
- Bakenhof Winelands Lodge will cancel the Reservation and credit the full amount paid as deposit for a future Booking at Bakenhof Winelands Lodge. Future Bookings will be subject to a new Quotation with the latest applicable Rates and T's & C's, and the credit to be used within 12 months. No cash refunds will be available.

General

- Sleeper beds available at the published rate to children under 12 only. Children above 12 will be charged an additional amount per night.
- No pets allowed.
- Strictly no smoking or vaping in any building. A deep cleaning fee of R 3 000 will be charged should this request be ignored.
- Unless otherwise stipulated, all suites are self-catering and not serviced during your stay (from Check in to Check Out). Service available on request, at an additional fee, pre- arranged 7 days before Check In.

Indemnity

- Guests, Visitors and Service Providers hereby indemnifies Bakenhof Winelands Lodge and Bakenhof Farm against any liability for death, injury, damages or loss suffered by the Guests and/or any person(s) occupying, visiting or entering the said premises.
 - The use of any and all Bakenhof Winelands Lodge facilities at own risk.
 - Guests acknowledge that Bakenhof is a working farm, has a swimming pool and dam, and accepts full responsibility for the safety of all persons who have access to the vicinity of the pool, dam or to the rest of the premises.
 - Guests, Visitors and Service Providers shall be responsible for any shortages, breakages, damage or loss to the property, infrastructure, buildings and content of buildings as a result of their visit or stay. A full inventory of the contents of the facilities is available on request.
 - Any interruption in electricity, gas or water supplies, or problems with the Kolkol or Jacuzzi systems or the disruption to any other services rendered by the property, must be reported as soon as possible. Bakenhof shall attempt to resolve any infrastructure problem as soon as possible. In the event of Guests abandoning the property without authorization from Bakenhof Winelands Lodge, Guests will lose any rights to compensation.
 - Right of admission reserved and facilities subject to availability.
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