



# bwelani

GUEST HOUSE

## HOUSE RULES

### GENERAL

- No smoking, except in the designated areas outside
- No parties or events
- **CHECK-IN** between 2pm and 6pm
  - Early check-in: subject to room availability. Guests are welcome to drop their luggage and return for check-in later.
  - Late check-in: please communicate this at the time of booking or on the day of arrival by either calling/sms to +27 (0) 83 200 5939 or e-mail [info@bwelani.co.za](mailto:info@bwelani.co.za)
- **CHECK-OUT** by 10am
  - Late check-out: depends on room availability. Guests are welcome to leave their luggage at reception while they attend to their business and return later to fetch it.

### NOISE

- In order to ensure that all guests enjoy their stay, guests are requested to please keep noise down after 22:00 and before 07:00. The volume of music, TVs and conversations in the rooms must please not be so loud that they can be heard outside the room/unit.
- Guests are requested to keep in mind that sound carries in the quiet times of the day.

### SECURITY – THESE RULES ARE NOT NEGOTIABLE AND IS IMPORTANT FOR EVERYONE’S SAFETY

- When entering or leaving the premises guests are required to ensure that the gate is completely closed before walking/driving away.
- Do not allow other people to enter the premises with you. Everyone who are staying over have their own key.
- All visitors are requested to leave by 22:00 or will be required to pay for staying over.

### SECURE ON-SITE PARKING

- There is only one on-site parking spot for a normal size vehicle for every room/unit
- Visitors’ cars might therefor not always be possible to be accommodated

### SWIMMING POOL

- The swimming pool is for the use of registered guests only
- It is to be used entirely at guests’ own risk. Neither the owners nor the management accept responsibility for injury to any persons or any other loss or damage of whatever nature arising out of or in connection with the use of the pool.
- Children must be accompanied by an adult when using the pool at all times.

## PETS

- Prior arrangement is essential
- Although Bwelani is dog-friendly the following conditions are mandatory:
  1. The dog must be at least 1 year and older
  2. It must be fully house trained
  3. The dog must be socialized and due to the nature of our business barking cannot be allowed
  4. The dog needs to travel with its own bed as no pets are allowed on any of the furniture
- Rules the dog owner are required to adhere to:
  - Pets are **never** to be left on their own in the room or on the property – their human has to accompany them at all times;
  - A refundable pet deposit of R1,000 is payable at the time of booking. The refund will be done at the discretion of Bwelani's Management and their decision will be final. In case of the reservation being cancelled the full pet deposit will be refunded in line with Bwelani's "Payment & Cancellation Policy"
  - Owners have to keep in mind that not all people like dogs and they have to take care that their charge does not scare any other guests or display unsocial behaviour, e.g. jumping up, barking, etc.
  - The guesthouse has a Weimeraner who is very socialised and friendly in residence.
- Non-adherence to any of the above will result in the dog and its owner to be requested to leave.

## RIGHT OF ADMISSION

Please note that the right of admission is reserved. Management holds the non-negotiable right to request any guest/visitor to leave the premises without any recourse to Bwelani or its staff.

The owners will do their utmost to protect guests, their family and visitors from injury and loss. However, the owner and his agents shall not be liable for any injury, loss or damage of any description whatsoever which the guest or any member of his/her family or relative or visitor of the guest may sustain directly or indirectly in or about the premises from whatever cause.

The guest hereby accepts responsibility and indemnifies the owner and his employees or agents against any claim by any such person(s) or any injury or loss or damage sustained as aforesaid.