



GRAND DÉDALE

ELEGANT COUNTRY HOUSE LIVING
ON DOOLHOF WINE ESTATE



TERMS & CONDITIONS

SINGLE OCCUPANCY

Any room type can be booked in single occupancy at a supplement of 50% added to the per person sharing rate.

GENERAL CHILDREN & THIRD PERSON POLICY

We welcome children from the age of 12 years. If the entire Country House is booked for exclusive use, children of all ages are welcome at the responsibility of the parents.

Manor House

None of the rooms in the Manor House is able to accommodate more than two guests. If children are booked in the Manor House, they are required to take their own room at the applicable room rate and this is limited to 2 children per room.

Romantic Cottage

The Romantic Cottage can accommodate two adults and two children between the ages of 12 and 16 on a sleeper couch. Surcharges apply.

TOUR GUIDES

Tour guides are required to pay the applicable room rate and we do not offer special rates.

PETS

Due to hygienic reasons and allergic reactions of other guests, pets are not allowed anywhere in the Country House. Guests who choose to ignore this policy will be charged the fee of a professional cleaning service.

ARRIVAL/ DEPARTURE

Our check-in time is from 14h00, and check out time by 11h00.

CONFIRMATION OF RESERVATION & DEPOSITS

All reservations have to be guaranteed by a valid credit card.

A 50% deposit (100% if booking is made within the 100% cancellation fee period) has to be received within 72 hours of booking. Payment can be made via credit card or EFT (please forward proof of payment). We reserve the right to release your reservation any time without prior notice if the booking has not been confirmed within such time. Please note that we do not cover for any bank charges from overseas transfers.

GENERAL CANCELLATION POLICY

Cancellations deemed valid only if received in writing. Please ensure that you get a response acknowledging your cancellation. Refunds of monies paid for bookings are at the discretion of Management and are dependent on ability to re-sell the room(s). Any refunds are subject to a 15% administration fee. Receipt of a signed confirmation letter, a deposit or credit card details assumes unconditional agreement of our terms & conditions. In the event of a premature departure, we may charge for the full extent of stay that was originally booked and confirmed. We recommend that all guests take out appropriate travel insurance.

GENERAL CANCELLATION FEES

Within 45 days prior to arrival - 50% of the total invoiced amount

Within 30 days prior to arrival, no show & premature departure - 100% of the total invoiced amount

GROUP CANCELLATION FEES (from three rooms) & FESTIVE SEASON CANCELLATION FEES

Within 90 days prior to arrival - 50% of the total invoiced amount

Within 60 days prior to arrival, no show & premature departure - 100% of the total invoiced amount

Terms & Conditions are subject to change without prior notice.