



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 can 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. We will gladly assist in finding suitable accommodation at a nearby location.

PETS/DOG POLICY

Pets will be accommodated on request only.

The only room where we can accommodate dogs is our free-standing Cottage.

Dogs are not allowed in and around the Manor House, on the veranda or by the pool at any time and are strictly not allowed on the soft furniture - guests are requested to bring a dog bed and blanket.

Only friendly, well behaved, and well-trained dogs allowed, who are used to other dogs.

The dog must be up to date on vaccinations and must have received flea treatment.

The Estate (including the tasting room) is dog friendly and there are lots of options to take the dog for a walk or hike. Please always keep the dog on a leash.

Upon check-out we will inspect the room and may charge for any damages caused or cleaning of soft furniture.

ARRIVAL/ DEPARTURE

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

CONFIRMATION OF RESERVATION & DEPOSITS

All reservations must be guaranteed by a valid credit card.

A 50% deposit (or 100% if booking is made within the 100% cancellation fee period) has to be received 6 weeks prior to arrival (or 12 weeks in case of group bookings and festive season bookings).

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.



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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 6 weeks (42 days) prior to arrival - 50% of the total invoiced amount

Within 4 weeks (28 days) prior to arrival, no show & premature departure – 100% of the total invoiced amount

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

Within 12 weeks (84 days) prior to arrival - 50% of the total invoiced amount

Within 8 weeks (56 days) prior to arrival, no show & premature departure - 100% of the total invoiced amount

COVID-19 SPECIFIC TERMS

Whenever there is a current pandemic, as declared by the World Health Organisation, we agree to the following conditions:

No cancellation fees will be levied if the clients are unable to travel due to the following reasons:

1. The government in the guest's country of residence prohibits all but essential travel
2. The South African government prohibits entry into South Africa from the guest's country of residence
3. As a result of the above, International flights are cancelled/unavailable with no alternative routings available for guests to use to reach South Africa

Please note:

A decision whether cancellation fees are due will be made at 12h00 (SAST), 7 days prior to the guest's arrival, based on the restrictions that are in place at that time.

Refunds for paid monies will be granted in form of vouchers, which can be used for a future stay.

Cancellation fees will be levied as per our general cancellation policy in the following cases:

1. If a guest is unable to travel or has to shorten their stay due to a positive Covid-19 test (WE HIGHLY RECOMMEND THAT GUESTS ARE COVERED BY A COMPREHENSIVE TRAVEL INSURANCE)
2. If the guest is able to travel but chooses not to for personal reasons
3. If the guest is disinclined to travel due to government imposed restrictions or travel requirements (such as quarantine, alcohol ban, curfew etc.)

Terms & Conditions are subject to change without prior notice.