

TORTOISE TRAIL LODGE: TERMS & CONDITIONS

- * Right of admission reserved
- * The use of all the facilities is at your own risk
- * Should you have any medical condition, or any food allergies, please inform us when booking your accommodation
- * No Children under the age of 12, due to safety rules and owner policy
- * Check in: Between 14:00 – 20:00
- * Check out: Strictly by 11:00 please hand keys in at management

Please adhere to the stipulated arrival and departure times and notify us directly should you anticipate arriving after 20:00 on 078 328 6191

- * Strictly NO SMOKING in the rooms or any public area. Ashtrays are provided at the designated smoking areas.

Please note: Should this rule be ignored, the guest will be held liable for the cost of professional cleaning of bedding, curtains and carpets

- * NOT PET FRIENDLY, we do not allow visiting pets as it disturbs our dog and consequently other guests
- * We reserve the right to change the room allocation should circumstances require it prior to guest arrival
- * Rooms will NOT be serviced on Sundays & Public Holidays
- * We do not have a license to sell alcohol, but you are welcome to bring your own drinks if you so wish, private alcohol is only allowed in the rooms / private decks and braai area
- * Please use water sparingly
- * Due to water restrictions, towels & linens will only be washed on a weekly basis (for clients staying longer than a week) After use, towels should be hung up on railing provided
- * The WHITE TOWELS from the rooms may NOT be used at the pool
- * Strictly No nude swimming or immoral conduct permitted in the pool
- * Please be considerate to fellow guests. NO Loud music, NO music from vehicles, NO loud or unpleasant behavior or Vulgar Language
- * As we have a septic tank, please note that NO Sanitary Pads or Other Foreign Objects are to be flushed down the toilet. Please use the bins provided
- * No private washing or ironing facilities on premises. Should you require a laundry service, a telephone number or directions will be provided to you on request
- * We have a policy of not taking or keeping any cash on the premises

- * The kitchen in Tortoise Trail Lodge is for staff use only
- * The braai area at Tortoise Trail Lodge is for all guests, keep in mind when using this facility
- * For Bed & Breakfast guests, breakfast is served strictly between 07:00 and 10:00, unless otherwise arranged with management
- * Strictly no cooking facilities in Rooms 3 to 8. Bed & Breakfast Only
- * Only the allocated number of persons booked, are allowed per room. Any overcrowding will lead to eviction with no refund

Please consider the staff servicing your room/unit and leave it in a clean and tidy condition.

***FAILURE TO ABIDE BY THE ABOVE TERMS & CONDITIONS WILL LEAD TO BEING
EVICTED FROM THE PREMISES AT MANAGEMENT'S DISCRETION WITH NO REFUND.***

**Should you have any further inquiries,
Please call bookings @ 078 328 6191**

OR

tortoisetrailodge@gmail.com / info@tortoisetrailodge.co.za

Terms of Payment

50% Deposit is required to secure your booking within 48 Hours of making the reservation. This can be done by EFT. The balance of the payment is required 14 days before Date of Arrival.

Additional Charges

A R500 cash refundable breakage / key deposit will be charged on arrival for all guests staying in the Self-Catering units.

Cancellation Policy

4 Weeks or more	10 % Handling Fee will be charged
2 – 4 weeks	50 % refund
1 – 2 weeks	25 % refund
Less than 1 week notice	No Refund
A “non-arrival”	No Refund
Early departures	No Refund

A 100% cancellation fee will be charged if a group booking is cancelled less than 30 days prior to arrival.