



WINDFALL

GUEST COTTAGES

These terms and conditions apply between Windfall and the person/s and / or entities ("Guest") visiting any of Windfall property.

By accepting the rates, you agree that you have read and understood these Terms and Conditions, including all Policies and agree to be bound by them.

If you do not agree to these Terms and Conditions, you must cease your use of our services immediately. We reserve the right to amend the Terms and Conditions at any time and without notice to you.

All prices are in South African Rand and are quoted per person per night. We reserve the right to adjust prices without prior notice.

All rates quoted are purely self-catering - no breakfast or dinner served.

Borehole water is used and is slightly brown in colour. It is safe to drink but if you would prefer you can bring your own drinking water.

1. Bookings, Payments, and Cancellations

1.1. RATES

Off-season (1 May -30 September)

50% deposit required upon booking with the remaining balance to be settled 14 days prior to check-in date.

Per Adult per night **R500.00**.

Child (5-11 years) **R200.00** per night

Child over 12 rate is that of an adult **R500.00**

Child (younger than 5 years old) **R50.00** linen fee

50% deposit to be paid within 48 hours, to secure a booking.

Peak season (1 Oct- 30 April)

50% deposit required upon booking and remaining balance to be paid 30 days prior to check-in date. Booking made within the 30days of check-in date needs to be paid in full.

Per Adult per night **R750.00**.

Child (5-11 years) **R300.00** per night

Child over 12 rate is that of an adult **R750.00**

Child (younger than 5 years old) R50.00 linen fee

50% deposit to be paid within **24 hours**, to secure a booking.

1.2. PAYMENTS

Payments made by cash or eft. A 50% deposit within 48hrs of quotation/invoice in winter months (1 May – 30 Sep) and within 24hrs in peak season (1 Oct-30 Apr) to confirm a booking.

A provisional booking is automatically cancelled should the deposit not be made in time. If payment of a deposit is made via a bank transfer, proof of the payment needs to be emailed to [*info@windfallwine.co.za*](mailto:info@windfallwine.co.za).

NB: It is the client's duty to ensure that Windfall Guest Cottages has received the payment notification and follow up for confirmation.

Balance of account to be settled in full before arrival. Windfall Guest Cottages reserve the right to hold accommodation unless account has been settled in full.

1.3. DAMAGE DEPOSIT

R400.00 cash fully refundable damage deposit required on arrival and will be refunded after the unit has been checked.

This is up to the guest to make sure that the correct banking details are received and provided nothing has been broken or missing, the full amount will be refunded.

BREAKAGES AND MISSING ITEMS WILL BE CHARGED FOR AFTER THE UNITS INVENTORY HAS BEEN TAKEN AFTER CHECKOUT IF THE DAMAGE DEPOSIT HAS NOT BEEN PAID.

There are honesty boxes placed in each cottage for the staff cleaning, please feel free to make use of this.

1.4. CANCELLATION POLICY

Notice of cancellations must be submitted to Windfall in writing via electronic e-mail to info@windfallwine.co.za

When a Guest wishes to cancel a booking, the following policies shall apply.

Off Season (1 May – 30 Sep)

Cancellation less than 14 calendar days before the Arrival date shall forfeit 100% of the booking charge.

Cancellation between 14 and 30 days before the arrival date shall forfeit 50% of the booking charge.

Peak Season (1 Oct- 30 April)

Cancellation less than 30 calendar days before the Arrival date shall forfeit 100% of the booking charge.

A change of Arrival Date or Departure Date by the Guest may be treated as cancellation or re-booking at an alternative date at the sole discretion of Windfall.

Refunds to Guests upon cancellation will be made within 14 (fourteen) calendar days of the date when cancellation was received in writing.

2. Arrival, Departure, Check-in, and Keys

2.1. ARRIVALS & DEPARTURES

Check-in time on Arrival date is from 14:00 onwards.

Guests to indicate what time they will be arriving. No guests are permitted to check-in after 20h00, unless prior arrangement has been made.

Check-out time on Departure date is at 10:30. Should the guest vacate the cottage after 12:00 extra charges will endure, and this is only subject to prior notice.

2.2. SERVICES AND EXTRAS

The Windfall office is open from 09:00 to 17:00 on weekdays for bookings and/or general enquiries.

Although we are a working farm, we endeavour to make you stay as pleasant as possible. We are not limited to load shedding, which is erratic at best, we do provide candles, however you should perhaps take a torch just in case.

There is limited cell signal and no wifi, although we do provide DSTV.

We do have a security company that patrols the area and if you have any problems, you can call me on 083 320 8473/ 0724306414.

3. House Rules

By accepting these terms and conditions you agree to comply with the Discrimination Policy detailed here.

Windfall expects all persons entering the Property to always behave in a responsible and considerate manner towards others and not to cause disruptions.

Should Windfall in its sole discretion believe that Guest's action may or has caused a risk of safety, disruption, annoyance, or any damage to other Guests, Employees, suppliers or property, Windfall reserves the right to immediately require the Guest to vacate the Property and repair any damage caused.

Should Windfall require a Guest to leave in terms of the above clause, it will not have any further liability to Guest and all outstanding fees shall be due and payable and no refunds provided.

The units are strictly NON-SMOKING.

Windfall is not liable for damages, injuries, or loss to personal property. Please ensure that you units are locked when you are not in them.

Pets are allowed by request; they need to be house trained, and you need to clean up after them on the lawns please.

This is a rural farm area and there are snakes and spiders, we clean the cottages after guests and sanitise everything. As well as spraying the verandas to deter the reptiles from venturing too close to the houses. But please be vigilant especially if you have small children.

Should you have a rare encounter with one of them please call Jaco Coetzee on: 082 578 3219.

4. Things to do in the area

Amathunzi:

An expansive 3100ha private game reserve, Amathunzi is a treasure trove for plant lovers, comprising fynbos, renosterveld and succulent Karoo biomes. Antelope and zebra graze in the untrammled space, while above raptors wheel and glide. The Amathunzi reserve can only be explored on foot or by bike, or we can arrange an evening game drive in the open-topped LandCruiser and toast the setting sun from one of the reserve's viewpoints. T | 023 004 1537 C | 079 913 6111 E | mail@amathunzi.co.za

Bennie Se Lapa: Camping, bike, mtb, hiking - C | 082 472 5554

New Cape Central Railway:

Robertson Station, 1A Voortrekker Street, Robertson, South Africa

We are delighted to announce that we are officially open for bookings! 🚂

Trips start on Saturday 16 September and will run every Saturday thereafter, with extra trips scheduled for the Heritage Day long weekend!

For bookings email: info@nccr.co.za

Nomadic Massage Therapists: The Robertson Travelling Therapists - Jackie & Liz offer a full range of massage treatments in the comfort of your guest house or cottage or hotel. Styles include: Swedish, Trigger Point, Deep Tissue, Sports, Combination. Pamper yourself for a refreshing unforgettable experience your health and well-being is our passion. C | 082 956 7830

E | jackie@vibe.co.za

McGregor - Eseltjiesrus Donkey Sanctuary, Lord's Wines, Vrolijkheid Nature Reserve

Ashton - Platform 62, Excelsior Wine Farm, Wine Valley Safari, Van Loveren, Zandvliet Wine Estate and Spa of Rosendal

Bonnivale - Arendsig single Vineyard, Goedverwacht Wine Estate, Jonkheer Winery

Montague - Bit further out, but lovely drive, Hot Springs, Golf, Adventure sports

Swellendam - Jan Harmgat Country House, Bontebok Park, the Breede River and De Hoop Nature reserve

Or if you are looking for something different then have a browse on the following website to see what else the valley has on offer:

Robertson Tourism Office | Contact Number: 023 626 4437 | info@robertson.org.za

5. Liability and Indemnity

Guest bears the sole and absolute responsibility for ensuring it is aware of Windfall exclusion of liability and indemnity and that it has the necessary travel documentation and comprehensive travel insurance (including medical and emergency travel expenses). TH cannot be held responsible for any amendment to scheduled air timetables or discontinued flights and all or any additional costs incurred related thereto.

6. Facilities & Services

6.1. Room Amenities

- Socket near the bed
- Drying rack for clothing
- Clothes rack
- Linens
- Wardrobe or closet

6.2. Bathroom

- Toilet paper
- Towels
- Bathtub or shower
- Shared toilet
- Toilet

6.3. Living Area

- Dining area
- Sitting area

6.4. Kitchen

- Dining table
- Toaster
- Stovetop
- Kitchenware
- Electric kettle
- Microwave
- Refrigerator
- Kitchenette

6.5. Media & Technology

- Flat-screen TV

Cable channels
Satellite channels
TV

6.6. Outdoors

Outdoor fireplace
Picnic area
Outdoor furniture
Outdoor dining area
Sun deck
Barbecue
BBQ facilities
Patio
Garden

6.7. General

Electric blankets
Smoke-free property
Heating
Private entrance
Fan
Non-smoking rooms