

TERMS AND CONDITIONS

Die Skuur, Mariental

Booking and Cancellation policy

Bookings made at Die Skuur require a 50% deposit to be paid within 48 hours thereafter to secure and confirm the booking. Should the confirmation deposit not be paid within the required time and no other arrangement has been made to Die Skuur in writing, the booking/reservation will be cancelled without any further notice.

In the event of a cancellation, the following rules shall apply:

- 8-14 days prior to arrival: 50% cancellation fee
- 0-7 days prior to arrival: 100% cancellation fee
- No Show: 100% cancellation fee

Any amounts that are due to be refunded to a client will be refunded within 72 working hours once the relevant deposit confirmation has been received.

Payments

The guest will receive a 3D secure credit card payment link in order to make payment. Our banking details are provided on the booking confirmation. Payment must be made prior to arrival (unless alternative arrangements are made in writing via our email address: dieskuurvenue@gmail.com / sfjesus@iway.na), either via the 3D secure credit card payment link or via eft.

If guests make payment via eft, kindly send your proof of payment and a copy of your passport to above-mentioned email address).

Included Taxes and levies

15% Vat and 2% NTB levy is included in all applicable rates.

Liability

All clients who make use of Die Skuur do so entirely at their own risk. Owners and staff accept no responsibility or liability for any loss or damage sustained by clients or their visitors as a result of accident, theft, injury and/or death.

Wifi

Free unlimited Wi-Fi is provided for all our guests - however - Die Skuur is unable to guarantee the speed of the Wi-Fi. Die Skuur is also unable to guarantee that guests will be able to reach all desired sites. Die Skuur may not be held responsible for any loss or damage in the event that the Wi-Fi is totally or partially inaccessible or dysfunctional.

Non-Smoking

All rooms and ablutions inside are strictly non-smoking. Contravention of the aforementioned will result in a fine and continued disregard to this policy will result in a client being asked to vacate the premises.

Littering

Die Skuur prides themselves in upholding a clean and pleasant environment for all guests and ample refuse containers have been provided to keep the environment clean. Please do not litter and please leave the camp/chalets in the state you would like to find them.

Laundry

We do provide laundry services on request. We undertake that the utmost shall be done to ensure the best possible care, however we cannot be held responsible for any loss and/or damage to the clothing/washing.

Pet Policy

Pets are not allowed at Die Skuur Campsite or Chalets, but subject to prior arrangement with management, alternative arrangements can be made.