



2023 RATE AGREEMENT



Terms and Conditions

RATE INCLUSIONS

- Complimentary hot breakfast from our Breakfast A la Carte menu, per person.
- Complimentary speciality coffee or tea during your breakfast
- Complimentary glass of fruit juice during breakfast
- Complimentary room amenities

The following terms and conditions shall apply to all room bookings and events booked at the Hotel and shall be binding on the Client and its guests. The Client shall be responsible for ensuring that all its guests are informed of and adhere to these terms and conditions.

CONFIRMATION POLICY

- The Client's booking will be deemed to be confirmed on receipt by the Hotel of this agreement duly signed by the Client or on receipt by the Hotel of the deposit, or on receipt of an official purchase order, whichever occurs first.
- If any of the deposits are not paid by the stipulated dates, the Hotel reserves the right to cancel the booking (provisional or confirmed) without incurring any liability whatsoever on its part and without notice to the Client. The Venue/Accommodation/Services will not be reserved, and the Hotel will not be under any obligation to commence with preparations for the planned event, or to keep the venue reserved.
- Price subject to change due inflation or government increases outside our control.
- RATES: Please refer to attached Pro-forma invoice detailing all information on the rates that will serve as an addendum to this contract.
- We accept guarantee by Credit Card / Bank Transfer / Wire Transfer / Cash Deposit / Company Transfer.
- 1% Tourism levy included in your rate.

ROOMING LIST

- The Client must submit to the Hotel in writing the final name list of attendees attending the event or group booking at least 7 days prior to the event, which must include the following information:
 - o full name & surname of the attendees.
 - o date and expected time of arrival of the attendees.
 - o date of departure of the attendees.
 - o whether single/double/twin room occupancy.
 - o Specify who will be settled the Master Bill and who will be settling the room extras.
- If the final number of attendees or rooms falls below the reserved number of attendees or rooms, charges will be based on the quoted number of attendees or rooms.
- The Hotel will not be obliged to cater in any manner or form for additional attendees unless the Hotel has been notified of such additional attendees at least 24 hours prior to the event or group booking.



Directors: GD Haasbroek; R du Preez; HJ van der Westhuizen
Dagbreek Estate, Ext 1133, Potchefstroom, North West, South Africa, 2520
PO Box 25752, Monument Park, Pretoria, 0105

+27 18 175 0213 | +27 66 429 9996
info@thefeatherhill.co.za
VAT NO: 4120198710



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- Rates are based on single or double occupancy per night stay.
- Discounted rates cannot be combined or eligible with any other promotion.
- Accommodation Rooms:
 - o Rates are subject to change without notice.
 - o NO REFUNDS for no shows, late arrivals, or early departures
 - o Guests must produce a valid passport / identification upon Check-in.
 - o Requests for specific bed types will be accommodated where possible, based on availability.
 - o Check-In time is from 14h00 till 21h00 and Check-Out Time is no later than 10h00 unless a special arrangement has been made. A surcharge may apply.
 - o The balance of accommodation account is payable before or on the day of arrival unless otherwise specified by senior management.
 - o The balance of the accommodation account for group reservations is payable 7 days before set arrival date, unless an alternative arrangement has been made in writing by all parties involved.
 - o All extras to be settled before departure unless an arrangement has been made in writing.

CANCELLATION BY CLIENT

- If the Client, for any reason whatsoever and after confirmation of the booking (the signed contract or deposit / purchase order has been received by The Feather Hill, decides to cancel the event or number of rooms reserved (whether by notification to the Hotel or otherwise) or postpones the event/booking or fails to arrive for the event/booking, the Client will be liable to pay a cancellation fee as follows:
 - o if the event or number of reserved rooms are cancelled or postponed between 60 to 31 working days prior to the event, 30% of the total quotation amount will be charged.
 - o if the event or number of reserved rooms are cancelled or postponed between 30 to 15 working days prior to the event, 50% of the total quotation amount will be charged.
 - o if the event or number of reserved rooms are cancelled or postponed less than 15 working days prior to the event or in the event of non-arrival, 100% of the total quotation amount will be charged.
- The cancellation fee is payable by the Client on date of cancellation.
- Deposits paid by the Client will be set-off against the cancellation fee.
- Should agreement be concluded less than 15 days prior to the event, such date shall be final, and binding and the client shall be deemed to have waived the right of notice of cancellation.
- Date changes inside the cancellation policy are considered a cancellation and rebooking as such, are subject to cancellation damages as per agreement.
- NO SHOW/EARLY DEPARTURE: No show, early departure and unused room nights will be charged, and accommodation will be released.
- A 100% cancellation fee will be charged for guaranteed reservations that fail to arrive, depart early or bookings cancelled within seven (7) days of arrival. (This excludes last minute bookings on external platforms where different cancellation fees have been negotiated).



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- The guest/s / company will be liable for these costs and should be settled within 5 business days from set date of departure.
- In the event of last-minute bookings made directly with the hotel less than the 7-day period stipulated above.
 - o a 75% cancellation fee will be charged during our peak period (September – March)
 - o a 50% cancellation fee charged from (April – August) should the reservation be cancelled or in the event of a no-show or early departure.

DAMAGE TO ESTATE'S PROPERTY

- The Client will be responsible and will be charged for any loss or damage to the Hotel's property, grounds, building, venue, walls, equipment, furniture, carpeting, flooring, curtains, linen, décor, cutlery, crockery, glassware and the like howsoever caused by the Client or any of its guest/s, employee/s, agent/s, contractor/s or supplier/s.
- The client will also be held liable for any 'missing' items from the rooms deemed as property of the Hotel.
- There will be a R500 charge for lost or damaged room key.
- Any items that are deemed as property of The Feather Hill that has been removed from the room/s or premises will be charged to the relevant guest/s accounts.

EXCLUSION OF LIABILITY AND INDEMNITY

- The Client acknowledges that the Client and its guests, employees, agents, suppliers, and contractors enter the Hotel's premises entirely at their own risk.
- The Client shall be responsible for all property of whatsoever nature brought onto or left on the Hotel premises by the Client or any of its guests, employees, agents, suppliers, or contractors.
- The Hotel, its employees and agents shall not be liable to the Client, its guests, employees, agents, suppliers and contractors for any loss, damage, injury or death suffered by the Client or any of its guests, employees, agents, suppliers or contractors howsoever caused on or about the Hotel's premises, including but not limited to loss or damage to property, whether such loss, damage, injury or death results from any act or omission on the part of the Hotel or any of its employees or agents, except where such loss, damage, injury, or death is caused by the wilful misconduct or grossly negligent act or omission of the Hotel or any of its employees or agents.
- The Client indemnifies and holds harmless the Hotel, its employees and agents against any claim whatsoever that may be brought against the Hotel or any of its employees or agents by any of the Client's guests, employees, agents, suppliers, or contractors, including any dependents of the Client or any of its guests, employees, agents, suppliers or contractors, in connection with any loss or damages suffered by or injury to or death of any of the Client's guests, employees, agents, suppliers or contractors on or about the Hotel's premises, except where such loss, damage, injury or death is caused by the wilful misconduct or grossly negligent act or omission of the Hotel or any of its employees or agents.
- Notwithstanding anything to the contrary contained in these terms and conditions, the Hotel shall under no circumstances whatsoever be liable for any indirect or consequential loss, howsoever caused, suffered by the Client or any of its guests, employees, agents, suppliers, or contractors.



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SMOKING REGULATION

- All public areas as well as banqueting and conference venues as well as guest rooms on the Hotel's premises are non-smoking areas.

ARRIVAL & DEPARTURE

- Check-in is from 14h00 on the day of arrival and check-out is before 10h00 on the day of departure.
- Guest(s) who check-in early or check-out later subject to room availability and may be charged an additional cost. This charge are subjects to the Hotel managers discretion.
 - o Breakfast is served from 07h30 – 10h30.
 - o Lunch is served from 12h00 – 16h00
 - o Dinner is served from 18h00 – 21h30
- Special requests need to be communicated in advance. We will do our best accommodate these requests as and when possible.

GENERAL

- The Client shall refrain from entering any contract for music entertainment or any other service relating to the event without the prior written consent of the Hotel.
- No verbal arrangements, and no alterations or variations of these terms and conditions shall apply unless agreed to in writing by the Hotel.
- No indulgence or extension of time which the Hotel may grant to the Client shall constitute a waiver of any right of the Hotel in terms of these terms and conditions.
- If any provision of these terms and conditions is rendered void, illegal or unenforceable in any respect under any law, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.
- The Client shall be liable for all legal costs, including collection and tracing fees, on the attorney and own client scale incurred by the Hotel in successfully enforcing or defending any claim hereunder.
- **TRANSFERS:** The Hotel provides transfer service for our guests at an extra cost. Please advise in advance if you require this service.
- **PETS:** No pets other than guide dogs are allowed if they are accompanied with the certified documentation.
- **PARKING:** Parking is available on the Hotel premises.



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