



WELCOME TO WIDE HORIZONS

TERMS & CONDITIONS OF YOUR STAY

1. The cottages, rooms, tents and any accommodation provided by Wide Horizons is strictly for the Guests occupying them and who have purchased the right to stay there. Guest occupancy is not to exceed the maximum amount of people the accommodation unit can sleep. Extra guests can be accommodated in the Main Lodge on a space available basis, charged at the daily rate.

2. We ask that all occupants refrain from creating any disturbing noises in the accommodation and surrounds that will interfere with the rights, comfort or convenience of other Guests. Management reserves the right to prohibit musical instruments, music, radios or TV should they feel the use of such is disturbing to other Guests.

3. Wide Horizons Mountain Retreat is a Wildlife conservation area with a variety of wild animals, birds, plants and trees. We therefore request that all guests respect its fauna & flora. Animals and birds must not be harassed or harmed in any way whatsoever. Trees, Plants and plant matter must not be picked or defaced in any way, nor transported off the Wide Horizons Mountain Retreat property.

4. Please do not feed, touch or in anyway interfere with the wildlife or impose on their natural habitat.

5. If you require an outside fire to be made for a BBQ / Braai please do not hesitate to contact Management and we shall assist you.

6. Smoking is not permitted inside any of the Guest Cottages or Main Lodge buildings. If smoke is detected in the unit after check out, £1000 will be charged to the registered Occupant's credit card for cleaning and dry cleaning. Those who smoke outside should do so in a way that does not interfere with others' enjoyment. Cigarette butts are to be disposed of in an appropriate container.

7. Employees of Wide Horizons Mountain Retreat are not allowed to leave the Property on any private business for a Guest Cottage Occupant.

8. Occupants must not park in such a manner as to impede or prevent ready access to any entrance of the building.

9. In an emergency, any employee of Wide Horizons Mountain Retreat may enter any unit after giving ample notice to the Occupant, for the purpose of inspecting, repairing, or otherwise maintaining the unit.

10. Please note that our Reception closes at 5PM each day. If you will be arriving after 5PM / or require any assistance please ensure you let us know so we can arrange your "Meet & Greet"

11. Check out times are STRICTLY BY – 10:00am

12. Check in Times are between 2pm – 5pm

13. Wide Horizons Mountain Retreat will only accept late Guest check ins between 5PM and 8PM with Prior arrangements being made with Management for an additional fee.

14. You acknowledge that you are responsible for all people in your room and group and that this venue will not be held responsible for any claims for loss or damages to property, personal injury or any loss of life, however caused, including but not limited to gross negligence by yourself or any person you are responsible for.

15. Please leave the Key at Reception upon Checkout.

These House Rules may be added to, amended or repealed at any time by Wide Horizons Mountain Retreat.

INDEMNITY

GENERAL INDEMNITY

Whilst every care has been taken by Wide Horizons Mountain Retreat to ensure the safety of guests and their possessions whilst enjoying our accommodation, Wide Horizons Mountain Retreat and the owners do not accept any liability in the event that any loss or damage to persons or property is experienced by a guest and their visitors

VALUABLES

Wide Horizons Mountain Retreat or the Owners do not accept any liability for loss or damage to any valuables or property belonging to guests or their visitors. It is therefore the sole responsibility of all guests to make arrangements for adequate insurance coverage on all valuable items prior to arrival at Wide Horizons Mountain Retreat. This includes but is not limited to photographic equipment, Laptops or other electronic devices, jewelry, cash and vehicles.

SWIMMING POOL

Any Guest or their visitors using the swimming pool and surrounding areas are utilizing such facilities entirely at their own risk and that they are fully aware that there are no lifesaving facilities of any nature provided and therefore Indemnify Wide Horizons Mountain Retreat and the Owners of this facility in full



and shall have no claim of any nature against Wide Horizons Mountain Retreat and the Owners including any claim from injury / bodily harm / death and or / loss of property which could arise from the use of this facility

LOSS OR DAMAGE TO WIDE HORIZONS MOUNTAIN RETREAT
Should Wide Horizons Mountain Retreat suffer any loss or damage as a result of an act or omission by a guest or visitor of a guest, the guest will remain liable for full reimbursement of such loss or damage incurred and will be billed accordingly.

RIGHT OF ADMISSION RESERVED
Wide Horizons Mountain Retreat reserves the full right of admission at all times and accepts no liability for any loss or damage that may result from the legal and reasonable exercising of such rights

SMOKING
For the comfort of our guests, Wide Horizons Mountain Retreat is strictly a Non-Smoking accommodation establishment except for outside Guest areas.

MINORS

Minors are the sole responsibility of the parents, guardian(s) or the persons in whose care they are whilst at Wide Horizons Mountain Retreat or whilst using its facilities. Please ensure all children in your care do not in any way disturb or interfere with other Guests for the duration of your stay. Management reserves the right to step in and take reasonable measures and action where and if necessary.

CONTACT INFO
Office Hours 8am – 5pm

AFTER HOURS
+268 7863 3355

First Name

Email Address

Signature

Surname

Mobile #

Date

PLEASE DRIVE SAFELY. WE LOOK FORWARD TO HAVING YOU STAY!

