



Covid-19 Terms and Conditions

We are committed to monitoring and amending our approach to the way in which our guests book during these uncertain times by providing our guests with both flexibility and security during the COVID-19 pandemic.

Our updated set of terms and conditions replace any previous release and are applicable from 1 July 2021 and will remain in place until such time as the restrictions impacting outbound travel from guests home countries and/or inbound travel to the destinations in their respective itineraries and/or restrictions on operations as a result of government lockdowns are lifted.

Once these conditions are lifted any booking yet to travel or made under the auspices of these Terms and Conditions are subject to Rouge on Rose Boutique Hotel's standard terms and conditions. The revised Terms and Conditions only apply to bookings made before 31 December 2021. The Terms and Conditions offered to guests remain at the sole discretion of management.

New Bookings - Maximising Flexibility

To provide our guests with increased flexibility and security, Rouge on Rose Boutique Hotel is offering the following revised terms for new bookings:

Cancelling confirmed reservations due to COVID-19 are subject to the following:

- *30 - 4 days prior to arrival - Free cancellation.*
- *3 - 1 day prior to arrival - 100% due.*
- *Cancellation on arrival - 100% due.*
- *Non-arrival (no show) - 100% due*

Rouge on Rose Boutique Hotel reserves the right to request proof of a valid COVID-19 cancellation, which will include documentation of:

- *Testing positive for COVID-19*
- *Closure of borders due to COVID-19*

Should your cancellation not be COVID-19 related, our general cancellation policy will come into effect.

Cancellation Policy - Generally

- *30 - 15 days prior to arrival - 50% due.*
- *14 - 1 day prior to arrival - 100% due.*
- *Cancellation on arrival day - 100% due.*
- *Non-arrival (no show) - 100% due.*

** If a booking is cancelled and the deposit has been paid - there will be a 10% non-refundable service fee.*

A refund and waiver of our cancellation policy are at the discretion of the management and the ability to resell the room. All payments must be made in South African Rands (ZAR) directly to us. Should payment not be timeously received, Rouge on Rose Boutique Hotel reserves the right to automatically cancel the reserved accommodation and at the same time reserves the right to cancel or refuse to accept further bookings.

Terms and Conditions:

- *Rates are subject to change without prior notice.*
- *All rates will be confirmed upon reservation.*
- *Room type is subject to availability.*
- *A 50% deposit is required upon confirmation of booking of 2-nights or more to secure the reservation.*

- *A 100% deposit is required upon confirmation of a 1- night booking to secure the reservation.*
- *We are a non-smoking establishment.*
- *Check-in is at 14 pm.*
- *Check-out is at 11 am.*