

## **Riverbend Self Catering Cottages**

### **Terms & Conditions and Indemnity Policy**

*Last updated: December 2025*

By making a booking at **Riverbend Self Catering Cottages**, the guest ("the Guest") agrees to the following Terms & Conditions and Indemnity Policy on behalf of themselves and all persons in their party.

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#### **1. General**

Riverbend Self Catering Cottages ("the Establishment") is a self-catering accommodation venue. Guests occupy the premises entirely at their own risk and responsibility.

The Establishment reserves the right to amend these terms at any time without prior notice.

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#### **2. Bookings and Payment**

- A booking is only confirmed once the required deposit or full payment has been received.
  - Full payment must be made before or on arrival, unless otherwise agreed in writing.
  - Proof of payment may be requested.
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#### **3. Cancellation Policy**

- Cancellation terms will be communicated at the time of booking.
  - Refunds (if applicable) are subject to the cancellation notice period and administrative costs.
  - No refunds will be issued for early departures or no-shows.
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#### **4. Check-In and Check-Out**

- **Check-in:** From [insert time]
- **Check-out:** By [insert time]

Late check-outs may incur additional charges unless arranged in advance.

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## **5. Maximum Occupancy**

- The number of guests may not exceed the maximum occupancy specified for each cottage.
  - Day visitors are not permitted unless approved in advance by management.
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## **6. Guest Responsibilities**

Guests agree to:

- Take reasonable care of the cottages, furniture, equipment, and surrounding property.
- Leave the cottage in a clean and tidy condition upon departure.
- Report any damage or breakages immediately.
- Respect other guests, neighbours, and the natural environment.

The Establishment reserves the right to charge for damages, breakages, missing items, or excessive cleaning.

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## **7. Children**

- Children remain the responsibility of their parents or guardians at all times.
  - No child may be left unattended anywhere on the property, including outdoor areas.
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## **8. Use of Facilities & Natural Environment**

- Guests use all facilities, outdoor areas, walkways, river areas, and surrounding natural features entirely at their own risk.
  - River conditions, weather, wildlife, uneven terrain, and natural hazards may exist.
  - No lifeguards or supervision are provided.
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## **9. Indemnity and Limitation of Liability**

By accepting these terms, the Guest:

- Acknowledges that accommodation at Riverbend Self Catering Cottages involves inherent risks, including but not limited to slips, falls, river-related incidents, wildlife encounters, weather conditions, fire hazards, and outdoor activities.
- Indemnifies and holds harmless Riverbend Self Catering Cottages, its owners, employees, agents, and representatives against any claims, loss, damage, injury, illness, death, or expense arising from:
  - The Guest's stay
  - Use of the property or facilities
  - Acts or omissions of the Guest or their party

The Establishment shall not be liable for:

- Injury, illness, or death
  - Loss, theft, or damage to personal belongings or vehicles
  - Any indirect or consequential loss
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## **10. Vehicles and Parking**

- Vehicles are parked entirely at the owner's risk.
  - The Establishment accepts no responsibility for theft, damage, or loss of vehicles or contents.
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## **11. Fire Safety**

- Fires and braais are only permitted in designated areas.
  - Guests must comply with all fire safety rules and seasonal fire restrictions.
  - Any fire damage caused by negligence will be charged to the Guest.
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## **12. Pets (If Applicable)**

- Pets are only permitted with prior approval.
- Pet owners are fully responsible for their animals, including cleaning, noise control, and any damage caused.

- The Establishment reserves the right to request removal of pets if they cause disturbance or damage.
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### **13. Right of Admission Reserved**

The Establishment reserves the right to:

- Refuse entry
  - Terminate a stay without refund  
if these terms are breached or if guest behaviour is deemed unsafe, illegal, or disruptive.
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### **14. Governing Law**

These Terms & Conditions are governed by the laws of the **Republic of South Africa**.

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### **15. Acceptance**

By making a booking and/or occupying the premises, the Guest confirms that they have read, understood, and accepted these Terms & Conditions and Indemnity Policy.