



email: apartments@zizis.co.za

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TERMS AND CONDITIONS

We recommend that each guest reads these terms and conditions carefully prior to making a reservation with Zizi's Apartments Semi-Self Catering as they form the contract between the guest and the establishment.

AMENDMENTS

Management reserves the right to amend tariffs, terms and conditions as well as rules of the establishment from time to time as it deems fit without prior notification.

RIGHT OF ADMISSION RESERVED

Management reserves the right to refuse rental of any accommodation without any reason being given for such refusal.

RESERVATIONS

Rates are quoted per unit accommodating two.

No persons other than those quoted for, are permitted to share the accommodation.

A reservation will be confirmed when the proof of deposit has been received.

All accommodation provided in terms of any booking made with Zizi's Apartments Semi-Self Catering will be subject to the terms specified on this form.

Reservations are not transferable.

PAYMENT DETAILS

The deposit will be 50% of the amount due for a two day or more length of stay, with the balance being payable upon arrival. Should you only book for one night or on any of our special offers the full amount is due to secure the booking.

Please note that we do not have credit card facilities.

The proof of deposit must be faxed (**022 772 2095**) or e-mailed (**apartments@zizis.co.za**) in order to confirm a reservation.

CANCELLATION POLICY

Zizi's Apartments Semi-Self Catering reserves the right to cancel any reservation without prior notice should the deposit not be paid by the due date.

Reservations cancelled by guests:

* up to and including 14 calendar days prior to the arrival date: Full refund of the deposit amount less bank charges. (low season)

* less than 14 calendar days but up to and including 7 calendar days prior to the arrival date: 50% refund of deposit amount less bank charges. (low season)

* less than 7 calendar days prior to the arrival date: No deposit refunded. (low season)

Peak Season cancellations less than one calendar month prior to the arrival date: No deposit refunded.

Deposits are not refundable in the event of a "non arrival / no show".

Deposits are not refundable in the event of late arrivals or early departures.

ARRIVALS

Units are available for check-in between 2 pm and 5 pm.

Late check-in is permitted, provided prior arrangements have been made with management.

No early check-in is permitted unless otherwise arranged.

NON-ARRIVALS

A guaranteed reservation will hold your accommodation through the first night of your scheduled arrival.

The unit will be re-assigned for occupation after 24 hours unless arrangements have been made with management.

DEPARTURE

Units must be vacated by 10 am on the day of departure.

Should guests wish to leave later, it must be arranged with management at the time of making the reservation and is subject to availability.

An additional charge will apply:

10h00 – 16h00: 50% of the daily rate

After 16h00: a full days rate

TERMINATION OF OCCUPANCY

Management reserves the right to terminate the occupancy of any resident without notice for failing to comply with the conditions stated on this form or behaviour that interferes with the quiet and general comfort of other guests.

RIGHT TO EVICT PERSONS ADMITTED AS GUESTS

Zizi's Apartments Semi-Self Catering will evict a guest without a refund, despite the eviction, for the following reasons:

- * Disorderly conduct.
- * Non-payment.
- * Using the premises for an unlawful purpose or act.
- * Bringing property onto the premises that may be dangerous to others.
- * Failing to register as a guest.
- * Giving false information to obtain accommodation.
- * Being a minor (under the age of 18) unaccompanied by an adult registered guest.
- * Violating our terms and conditions.
- * Violating our non-smoking policy.
- * Failing to vacate a unit at the agreed checkout time.

SMOKING POLICY

Please respect our non-smoking policy inside the units.

PET POLICY

Small pets are allowed with prior arrangements.

GENERAL RULES

Fires

Fires are not permitted.

Flora

Flora may not be cut or damaged.

Noise, Radios

No noise or loud music.

Parking

Vehicles must be parked on the allocated site.

Please Note: Kindly ensure that you have proof of payment when checking in.
