



UMSISI HOUSE

AT HOME IN AFRICA

CLIENT INFORMATION

The rental agreement applies to:

SURNAME FIRST NAME and party

ADDRESS

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TELEPHONE MOBILE

FAX E-MAIL

PASSPORT / ID NUMBER

RENTAL INFORMATION

RENTAL PERIOD Arrival DATE Time Flight No

Departure DATE Time Flight No

Number of Adults Number and Age of Children

Are any cots required? Y/N (tick as appropriate) Number Required

Do you require us to book any activities on your behalf? Y/N (tick as appropriate)

Do you require airport transfers? Y/N (tick as appropriate)

Would you like any massage treatments? Y/N (tick as appropriate)

Do you have any dietary requirements?

Total Occupancy Fee: R

50% Deposit: R (payable within one week)

50% Balance: R (payable a month prior to arrival)

DUE BY:

Please note that signing the booking form serves as confirmation that you have read and accepted our Terms and Conditions (attached to this form).

Client Signature: **Date:**

PLEASE FAX COMPLETED FORM TO + 27 (0) 13 751 5003 or + 27 (0) 86 548 5686
or SEND BY EMAIL TO amanda@umsisihouse.co.za



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TERMS and CONDITONS

- Rates are subject to change without prior notice
- All rates are quoted per night from 3pm to 11am daily
- All rooms are to be vacated by 11am on day of departure
- Fully Inclusive guests can request lunch on either day of arrival or departure subject to availability
- A discretionary surcharge is levied on single night stays (in high and peak seasons)
- A deposit of 50% of the total accommodation cost plus any activities to be added is required upon confirmation of booking. Proof of payment for the deposit and our booking form (including confirmed flight details and anticipated arrival time) should be completed and returned to us within a week of confirming a booking
- The balance payable is due a month prior to arrival for international bookings and a week prior to arrival for domestic bookings
- Payment should be made as a fixed rand amount with all charges payable by sender
- Payment can be made by EFT or credit card (a surcharge may be levied on amounts over R5,000 paid by credit card)
- We reserve the right to retain deposits received if bookings are cancelled at any stage or still unpaid within one month of the arrival date
- In the event of early departure, the full extent of the confirmed booking cost will still be required
- We do not operate a cancellation policy but will provide a credit note valid for 6 months in order to secure alternative accommodation dates. On re-booking the value of the booking needs to 25% more than the original booking. For example, if the original booking was for 4 people, it must now be for 5
- If any breakages or damage occur, guests are expected to notify us immediately and offer to pay for the breakages or damage caused
- We cannot take responsibility for any thefts occurring during your stay with us nor are we liable for any personal injury sustained
- To this end, use of the umSisi House facilities, including the swimming pool, hiking trail and jacuzzi are undertaken at your own risk

Please read the above Terms and Conditions carefully before completing the booking form. As soon as you submit the booking form or confirm a booking with your travel agent, you are confirming that you have read and accepted our Terms and Conditions.