



TERMS & CONDITIONS

I, the undersigned Guest at 2 Mokolo, have read and understood the following terms and conditions, and agree to be bound by this agreement:

- **Liability:** Guests make use of the facilities of 2 Mokolo entirely at their own risk. It is agreed that all signs, notices and warnings will be adhered to. I also acknowledge that the code of conduct or house rules will become an integral part of my behaviour and form part of this contract. The management of 2 Mokolo, employees or representatives are not liable and responsible for any injuries nor losses to guests, and/or their visitors regardless of the circumstances surrounding the injury, loss or accident to any person or loss of or damage to property brought by me/us upon 2 Mokolo premises regardless whether such injury, loss or damage results from the negligence of the company or from any other cause whatsoever on the premises. Guests are advised to look after their valuables. 2 Mokolo liability is limited within the framework of an Innkeeper at common law.
- **Vehicles:** No responsibility will be taken for any loss to property or damage to vehicles or injury to persons due to fire, theft or any other cause whatsoever while on our premises.
- Guest undertakes to procure that every person accompanying me/us will accept the aforesaid conditions of residence/presence and will agree to be bound by them.
- Guest indemnifies (where more than one person, jointly and severally) 2 Mokolo against any claim by any person accompanying me, including especially any minor or disabled person in connection with his/her occupation of/presence on the premises, including specifically without being limited thereto, any claims arising from injury, loss or damage, as aforementioned and from any cause whatsoever.
- **General Liability:** In lieu of any condition or liability complied by Law, 2 Mokolo's liability in respect of any defect or failure in service supplied or damage attributable thereto is limited to making good replacement or refund (at 2 Mokolo's discretion) of only the service provided by 2 Mokolo. Any complaints must be made in writing within two days of service rendered.
- **Shortages:** 2 Mokolo is not liable in any manner whatsoever for any water and electricity shortages.
- **Default:** The Account remains the responsibility of the guest until full payment is received, notwithstanding the fact that the guest may have incurred the charges on his account in the course and scope of his employment or service to any company, business or person, and as such company, business or person is thus liable for the payment of the Account.

In case of default in payment of dues, 2 Mokolo shall have a lien over the luggage and belongings of the defaulter and shall detain the same and proceed to sell or auction such property at any time without reference to the defaulter and appropriate the net sale proceeds towards amount owned by the defaulter.

- **Personal Obligation:** Guest agrees that her/his liability for the stay at 2 Mokolo is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or full amount of the charges.

- **Departure:** “Check-out” time is 10h00. If Guest wishes to stay up to 18h00 and the room is available, an additional day room charge will apply. Full rate applies after 18h00. Upon departure, rooms and included fixtures are required to be in good working condition.

- **Right of Management:** 2 Mokolo reserves the right of admission to any person to the premises. Guest’s visitors (non guest house residents) are not allowed in guestrooms. Guests may meet their visitors in 2 Mokolo’s public areas. 2 Mokolo has the right to amend the rules and regulations without prior notice.

- **Access to Room:** 2 Mokolo Management and employees are permitted to enter any room in the ordinary course of duty to view the condition of the premises and to execute all necessary repairs and work.

- **Extra Guest(s):** If a Guest wishes to bring an extra guest or guest, he/she should register the guest(s) at the Reception and make full payment of room accommodation for the guest(s) before moving to the room(s).

- **Child Policy:** Parents take full responsibility for the actions of their minors and agree to the risk profile.

- **Code of Conduct & House Rules:** The principal of love thy neighbor is adopted and is reflected in each of the codes. Our natural scarce resources are acknowledged and form an integral part of self-management by all South Africans and RSA Visitors.

1. I acknowledge that these rules and code of conduct will become an integral part of my behavior and an integral part of my contract with 2 Mokolo.

2. I/We, the guest, my principals and accompanying party and visitors, agree to conform to civilized and non-disturbing behavior so as to provide other guests their rest and peace.

3. I/We agree to the use of alcohol beverages as not to disturb other guests. I/We agree to:

- Drink responsibly, to stay sober and to acknowledge the right of other guests to peace and harmony.
- Acknowledge that the usage of alcoholic beverages can influence my/our behavior in such a way that it infringes on my safety and the safety of other guests, visitors and property.

- Waive and irrevocably abandon all rights to claim for any injury, death, loss or damage of whatever claim against the owner, the proprietor, employees default, their negligence or otherwise, for any injury, death, loss of goods or property which happens while being under the influence of alcohol.
- Pay in full for any damages caused while under the influence of alcohol.

4. I agree to the saving of our natural resources by delicately managing the usage of water, a scarce resource. I agree to the following:

- To shower rather than bath if shower facility is available – although it will be of choice.
- To re-use towels if clean by hanging them on the rail provided. If I want a towel replaced, I will leave it in the bath.
- Not to leave taps open and unattended.
- Report any devices not working properly and spilling water in the process.

5. I agree not to remove any product, goods or service items provided for my/our luxury and perfect stay from the room. These include, but are not limited to, the cushions, bedding, towels, baskets, amenity dispensers, information file, etc.

- **Regulations:** Guests are required to adhere to regulations given by 2 Mokolo to control use of common areas and entrances and exits to the premises. Regulations include controls of noise pollution and respect of other people in public entrances and exits to the premises.

- **Damage to Property:** Guests will be held responsible for any loss or damage to property of the 2 Mokolo caused by themselves, their friends or any of their visitors.

- **Government Rules and Regulations:** Guests are requested to observe Government Rules and Regulations in force with respect to registration, firearms, etc.

- **Amendment of Rules:** 2 Mokolo management reserves to itself the right to add to, alter or amend any of the above terms conditions and rules.