

the room key

Booking Terms & Conditions

General

1. This agreement is between The Room Key and the Guest. The Room Key is acting as the agent.
2. The accommodation may not be occupied by anyone other than the guest who has made the booking and his or her guests. The number of guests staying at the accommodation may not surpass the number advertised on the website <https://room.co.za/>
3. Unless otherwise agreed prior to booking, the accommodation may not be used for any purpose other than private accommodation.

Payments

4. Full payment is due 7 days before check-in (off peak season) and 21 days before check-in (peak season). Check in details are sent on receipt of payment.
5. All payments are to be made in Rands, free of bank charges.
6. Before making payment, please call the person responsible for your account to verify the bank account details of The Room Key (Pty) Ltd.
7. Certain properties may require refundable deposits.

Cancellation policy

8. Bookings can be cancelled up to 24 hours prior to occupation without any cancellation fee. If the booking is cancelled within 24 hours, 25% of your fee will be charged.

Occupation times

9. Arrival Time 2:00pm on the arrival date (unless otherwise specified)
10. Departure Time 10:00am on the departure date (unless otherwise specified)

Liability

11. Neither the owners of the establishment nor The Room Key accept any responsibility whatsoever for any loss or damage to persons or property of the guests and the premises and facilities are used entirely at the occupant's own risk.

Duration

12. These terms and conditions are valid for the duration of your booking. They may be changed at any time without notice.

The Room Key Pty Ltd.

www.room.co.za | bookings@room.co.za