

## Terms and Conditions

Before arrival you will be issued with an access code via sms that you will need to give to the security at the Gates as this is the only way that you will be allowed access onto the estate.

Check In: From 14:00 – 22:00    Check Out: 10:00

Delayed departures must be arranged with the prior approval of management beforehand to ensure availability.

In the event of an early departure, the property will charge you the full amount for your stay.

You are advised to bring your own vehicle as this property is not serviced by public transport.

When making your travel arrangements it is your responsibility to ensure you arrive on the correct day and time.

It is your responsibility to take out appropriate personal travel insurance.

Vehicles are parked at the owners own risk.

Rocabella is not a pet friendly environment as it is located within an Eco Estate, our establishment is not fenced off.

Please note that unregistered/non-paying guests are not allowed onto the premises.

The facilities provided include but are not limited to: The swimming pools and braai areas at the various community centres as well as all the amenities that Simbithi has to offer. Whilst every effort will be made to ensure that these facilities are available to guests at all times, Rocabella will not be held responsible in the event that any of these facilities are not available at all times during the guests stay.

The tiles and paving areas both internal and external are slippery when wet; therefore guests are urged to use caution when using these areas.

Rocabella cannot be held responsible for the loss or damage to any valuables brought onto the premises by guests. Guests are reminded that they will be required to pay for all items that are broken or damaged by them in any area on the premises during their stay.

Guests may not bring any items of a inflammable and dangerous nature onto the premises. Guests may not bring any prohibited or illegal drugs onto the property.

Guests are required to act in a manner that does not infringe on the tranquil use of our facilities by other guests on the premises.

A deposit of 50% of the total amount is needed to secure a booking. Cancellations made up and to 30 days prior to arrival will forfeit

Management reserves the right to change rates without notice; however rates quoted for confirmed bookings will be honored.

A copy of your ID document or passport will be required on check-in as well as an address.

Right of admission is reserved.

#### INDEMNITY

I/We the undersigned understand and accept that Rocabella provides sleeping facilities and other facilities mentioned above. I/We accept and understand that use of these facilities is entirely at our own risk and we take full responsibility for our personal safety and that of our children while on the premises and while using the bicycles.

I/We have been informed that we choose to stay on the premises at our own risk.

I/We, the undersigned, understand and accept that Rocabella is within Simbithi Eco Estate and falls under Simbithi Eco Estate Rules at all times and I/We understand and accept that I/We use it at my/our own risk. I/We take full responsibility for the well-being of my/our children with regards to the using the Siombithi Eco Estates facilities.

I/We undertake to indemnify, hold harmless, and absolve Rocabella and all its staff against and from any and all claims, whatsoever, that may arise in connection with any loss or damage to property or injury or death to any person arising out of the existence and use of any facilities provided by Rocabella.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_