

General terms & conditions - Family Board N Stay

Bussiness details

Family Board N Stay (PTY) LTD

446 (18) Diagonal street
7196 Pringle Bay, South Africa
CIPC registrion number: 2024 / 426264 / 07
Email: benny@familyboardnstay.com

These general terms and conditions apply to all reservations and all guests without exception.

1. Reservations & payments

- Guests must be at least 18 years old to make a booking.
- A deposit of **50%** of the total booking amount is required to confirm the reservation. The remaining balance is due at least **14 days before check-in**.
- We accept the following payment methods: credit card or bank transfer.
- A booking confirmation will be sent via email once the deposit has been received.

2. Cancellations & modifications

- Cancellation **more than 30 days** prior to arrival: Full refund minus an administrative fee of R 350.
- Cancellation **21 - 30 days** prior to arrival: 25% of the deposit will be forfeited.
- Cancellation **14 - 21 days** prior to arrival: 50% of the deposit will be forfeited.
- Cancellation **less than 14 days** prior to arrival: 100% of the total booking amount will be charged.
- No-shows will be charged **in full**.
- Changes to bookings are subject to availability and may incur additional costs.

3. Check-in & check-out

- Check-in time: **2:30 PM**. Check-out time: **10:00 AM**.
- Guests must present a valid ID or passport upon arrival.
- The credit card used to make the booking must be presented at check-in.
- Late check-outs (11:00 AM) may result in additional charges.

4. Guest responsibilities

- Guests must comply with all house rules, including **no smoking, no parties, and no pets** unless otherwise specified.
- Any damage caused to the property by the guest or accompanying visitors will be charged accordingly.
- Room capacity limits must be respected at all times.

5. Liability & force majeure

- Family Board N Stay (PTY) LTD. is liable for any loss, theft, or damage to personal belongings.
- No refunds will be given in cases of force majeure (unforeseen circumstances), including not limited to natural disasters, pandemics, or strikes.
- Guests using surf facilities or participating in outdoor activities do so **at their own risk**.

6. Privacy policy

- All guest information will be handled in accordance with our Privacy & Cookie policy.
- Personal data will not be shared with third parties without consent, except where required by law.
- Guests may opt out of receiving marketing communications at any time.

Questions or concerns?

Email us at **benny@familyboardnstay.com**, we're here to assist!