



532 Wag-'n-Bietjie Street,
 Hoedspruit Wildlife Estate,
 Hoedspruit, 1380
 Limpopo, South Africa

+27 71 362 6307
 reservations@assuredtours.co.za

CLIENT BOOKING FORM

CLIENT DETAILS

Client Name:			
Identity Number:			
Nationality:			
Address:			
Contact Details:	Email:		
	Mobile:		
	Alternative Nr:		
Property Details:	Lodge name and Nr:		
Arrival Date & Time:		No. of Adults:	
Departure Date & Time:		No. of Children:	
If travelling in more than one vehicle, provide an additional driver name & contact number:			
Driver 2:			
Driver 3:			
Would you like to be added to our Newsletter and be the first to receive Travel related news, New property listings, specials, and events?	YES please:	NO thank you:	



GUEST REQUIREMENTS

Specific Requirements/Requests:

Housekeeping services are included on weekdays (max. 2 hours). The service can be arranged over weekends or public holidays at an additional cost of R 300.00 per day (max. 2 hours).

Please note the housekeeping service consists of a basic cleaning of bedrooms, bathrooms, kitchen, living- and braai areas. Although we try to get to all our units as early as possible from 10h00 onwards, it is however possible that housekeeping will only get to you at midday or early afternoon. Please request if you want to arrange a specific housekeeping time and we will try to accommodate the request best possible depending on our schedule for the day.

By making this reservation, you agree to the following:

- **Our Terms of Payment**
- **Our Cancellation Policy**
- **Indemnity which is set out below**

As well as acceptance and acknowledgement of the rules and regulations of the Hoedspruit Wildlife Estate as well as Assured and Tailored Terms & Conditions of Business:

- **Rules and Regulations of the Hoedspruit Wildlife Estate (Summary sent with booking form and full copy available upon request)**
- **Terms & Conditions of Business (Summary set out below and full copy available on request and on our website)**

You will also find a copy of the above and below documentation in our Welcome Folder in the unit:

- **Welcome Letter**
- **Wi-Fi Information**
- **HWE – Site map & Game Drive Route Map**
- **Remote Jamming & Baboons Notice**
- **Accommodation Establishment Letter**
- **HWE Telegraph**
- **Property Inventory**

Note:

Please use the inventory provided to check the contents of the unit and advise of any discrepancies by 09H00 the morning after checking in. If we have not had any feedback from yours by this time we will accept that you agree with the contents captured in the inventory.

TERMS OF PAYMENT

- A 50% deposit is required to secure all reservations.
- Full payment is required 30 days prior to arrival.
- Credit Card payments are accepted at an additional 5% surcharge on the total invoice amount. Alternatively, you can do an Electronic Funds Transfer into our account.

CANCELLATION POLICY

- 50% of reservation 8 Weeks prior to arrival.
- 75% of Reservation 6 Weeks prior to arrival.
- 100% of Reservation 4 Weeks prior to arrival.

Please take note:

a Refundable security and breakage deposit for the amount of R 2 500.00 is required before your arrival. After inspection of the property and the event of fines issued, your deposit will be refunded to you the next Thursday after your departure.

Reasons why the security deposit could be withheld and result in no refund:

- *Missing items in the unit. (An inventory list of the items in the unit available on request)*
- *Breakages in and around the unit during your stay.*
- *Speeding fines issued by the HWE HOA.*
- *Noise disturbance fines issued by the HWE HOA.*
- *For any other fines issued under the unit's name during your stay for whatever reason, please refer to Hoedspruit Wildlife Estate Homeowners Association Rules and Regulations.*

With the breakage deposit in mind, we encourage our guests to please inform us if they notice something broken or out of place in the unit, this will help us in keeping up with set standards along with making us aware that it is not deducted from your security deposit.

We implemented this deposit to take care of the properties under our responsibility and to maintain a standard that you as our guests can feel comfortable with.

RULES & CONDITIONS:

We are immensely proud that we have these holiday homes in our portfolio. Naturally, we want to take good care of these homes, therefore we have put up this list with terms and conditions. Please make sure you read these rules and regulations carefully.

1. General

These general reservation and rental conditions form part of the rental agreement between you, the lessee, and Assured and Tailored cc, the lessor. By means of your payment you declare to agree with the conditions described below.

2. Liability of the lessor

Assured and Tailored cc is in no way liable for:

- disruption, amendment, or prevention of the lessee's stay if this is the result of unforeseen and/or insurmountable events.
- Injury of the lessee due to the stay in the rented property.
- Any Loss, theft and damage of/to personal property or vehicles belonging to the lessee.
- Interruption of utilities (water and electricity).
- Shrinking garments by washing them in a washing machine and/or dryer.

3. Cancellation by the lessee

Cancellation must be communicated to the lessor by telephone or by e-mail (reservations@assuredtours.co.za). In case of cancellation, the following cancellation policy will apply: -

Cancellation Policy:

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- 75% of Reservation 6 Weeks prior to arrival.
- 100% of Reservation 4 Weeks prior to arrival.

We recommend to all international travellers that they take out comprehensive travel insurance which will help accommodate any cancellation fees in the event that travel is not possible any more due to unforeseen circumstances.

In the event of cancellation, the lessor is entitled to put the villa on the rental market again to rent the villa out. If the lessee leaves the villa before the end of the rental period, there will be no refund of the remaining rental fee.

4. Cancellation by the lessor

If the house becomes uninhabitable due to unforeseen circumstances, the lessor is forced to cancel the rental agreement and the lessee will immediately be informed of this. Within 10 days restitution of rent already received will take place. The lessor will not be held liable in this case for compensation of any (consequential) damage and/or inconvenience.

5. Cleaning and final cleaning

The rented holiday home will be cleaned after your departure. However, we ask you to please have the following points in order when you leave the villa:

- The villa/home is tidy, that is, replace all furniture in its original state.
- The refrigerator/freezer has been emptied out.
- All windows and doors are closed and locked.
- The air conditioners and fans are switched off.
- The trash cans have been emptied and are in the large bin in the yard.
- Put used towels in the laundry basket or on the floor in the bathroom if no laundry basket is available.

6. Maximum number of residents

No more than the prescribed number of persons can stay in the holiday home unless otherwise discussed with the lessor. If this number is exceeded, the person who welcomes you at the villa, can deny access to the holiday home.

7. Electricity

Please use electricity sparingly. Please turn off fans and air conditioners when leaving the villa.

8. Water

Water is a scarce resource in South Africa. Keep this in mind and use water sparingly.

9. Smoking

Smoking is not allowed inside the entire holiday home. Be incredibly careful with fire, especially during dry our winter / dry months, May to October.



I, the undersigned, understand and accept that use of the open space areas or roads or other facilities of the HWE HOA, is always entirely at my/our own risk.

Further, as an entrant to the Hoedspruit Wildlife Estate, I /we hereby waive any right I/we may obtain against Assured and Tailored cc, its Owners or Management, or the Residents Association, to claim any damage incurred by virtue of damage to or loss of property or the death or personal injury of any person while anywhere in the development. I/We indemnify Assured and Tailored cc, its Owners or Management, or the Residents Association against any such claim made by the Guests spouse, child, parent, servant, guest, invitee, or contractor.

The Guest acknowledges that upon occupation of the premises, he/she and his /her family and his/her visitors shall adhere to the pertinent rules and regulations as contained in the Rules and Regulations of the Hoedspruit Wildlife Estate Home Owners Association, a summary of which is set out below:

- No removal of any fauna or flora, nor hunting teasing, disturbing thereof
- No firearms, paintball guns or similar
- No activity causing disturbance to other residents, which include the playing of loud music
- No speeds exceeding 40km/h within the Estate

Name of Signatory: _____ **Signature:** _____

For and on behalf of all person's resident or visiting Hoedspruit Wildlife Estate accepting the aforementioned terms and conditions.

ASSURED & TAILORED
TRANSFERS | TOURS | ACCOMMODATION