



ACCOMMODATION: CONFIRMATION, BOOKING & CANCELLATION POLICY

Dear Guest,

We would like to thank you for choosing to stay at The Hub during your visit to Port Elizabeth. We look forward to hosting you! Please take the time to peruse this document to familiarise yourself with our standard terms and conditions. Should you have any concerns or queries please do not hesitate to contact us on: **(041) 5834004** or via email on **stay@the-hub.co.za**.

If you have not done so, please confirm your booking with a payment. Should we not receive your payment, your booking will not be guaranteed and may be cancelled. This payment can be done into the bank account listed below.

BANK DETAILS:

Acc Name: The Hub Boutique Hotel (Pty) Ltd
Bank: First National Bank
Acc Number: 62525974491
Branch: Walmer, Port Elizabeth
Branch Code: 211217
Reference: [Name] + [Booking Folio/Reference No]

COVID-19 SPECIAL PRECAUTIONS:

Please take note of our special precautions that are in affect due to the COVID-19 Pandemic. We ask that you familiarise yourself with them prior to check in to avoid any confusion:

1. Guest Screening Information:

- All guests will be required to complete a detailed screening information sheet prior to check in. This may be completed online or at the hotel. This is required by the South African government.
- All guests will have their temperature taken upon arrival.

2. Wearing of Masks:

- The wearing of a mask is required upon entry into the hotel and when in any of the public areas.
- Please ensure you bring your mask with.

3. Servicing of Rooms:

- As per recommendations by FEDHASA and the Tourism Business Council of South Africa (TBCSA), rooms will be serviced every second day.
- For your safety, you may elect NOT to have your room serviced during your stay.

4. Additional Safety Precautions (as suggested by TBCSA):

- All excess soft furnishings have been removed from the rooms to limit transmission.
- Breakfasts have been reduced in complexity with the buffet area removed.
- Sanitiser has been provided in all public areas and outside the rooms.
- All rooms and public areas are sanitised and disinfected thoroughly upon departure.

5. PLEASE NOTE: The reserves the right to deny access to any guest that displays COVID-19 symptoms.

We kindly ask for your patience and co-operation in this regard.

BOOKING REQUIREMENTS:

Full payment is required prior to check-in unless otherwise arranged with Management

Provisional Booking: (A booking date with estimated numbers.)

This booking may be cancelled by The Hub on the following conditions:

- The deposit date has expired.
- The Hub has attempted to make contact with the guest/company unsuccessfully
- No official order or agent's voucher has been received.

Confirmed Booking: (A booking where no deposit has been paid, but an official order or voucher has been received by The Hub.) This booking will be treated like a Guaranteed Booking.

Guaranteed Booking: (A booking that has paid no less than 50% deposit, anything less than 50% will remain a provisional booking until the full deposit has been paid.)

NON-REFUNDABLE DEPOSIT REQUIREMENTS:

Normal & Easter High Season:

- 50% of booking 120 days prior to date of arrival
- bookings received less than 120 days prior to date of arrival, 50% of booking will be required immediately.

December:

- 50% of the booking before 30 June preceding the booked period.
- bookings received after 30 June: 50% deposit of the total booking will be required immediately.

NB: ALL BOOKINGS WILL BE PROVISIONAL UNTIL GUARANTEED.

MINIMUM STAY FOR HIGH SEASON:

December: (From 15 December to 05 January) – 5 days

Easter: Full Week-End (Friday, Saturday And Sunday)

CANCELLATION / REFUND POLICY:

Cancellation

• **Non-Arrival:**

- Where a Guest/Group of guests don't show.
- Where a Guest/Group of guests cancel on the day of arrival or shorten stay.

Cancellation Fee:

- 100% of the first night and/or day's charges for all booked guests will apply.
- 50% of the charges for the balance of the booking will apply.

• **Cancellation of Booking:**

- Should any normal booking be cancelled within **15 Days** prior to arrival OR should any high season or special event booking be cancelled within **60 days** prior to arrival:

Cancellation Fee:

- 50% charges of the total booking will apply.

Refunds

In the case of all cancellation fees and non-refundable deposits paid, The Hub will make every effort to resell the accommodation or venue. Should we be able to sell a portion or the complete booking, The Hub will refund you the portion that is sold less a 12% administration fee. All refund calculations and payments will only be done at the end of the booked period.

CONTRACT:

This document constitutes the ONLY contract between the guest and The Hub. Should for any reason the booking be cancelled, the dates changed or the booking shortened or lengthened, the changes must be communicated in writing. These changes must be accepted by both parties. The Hub reserves the right to cancel the booking should the changes not be acceptable.

PLEASE TAKE NOTE OF THE FOLLOWING HOUSE RULES:

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| 1. Check in at 14h00 | 2. Check out at 10h00 |
| 3. No pets allowed | 4. No parties will be allowed in Rooms or Sites |
| 5. No loud noise | 6. All accounts to be settled on arrival. |
| 7. Regretfully, no children under 12 are permitted | |
| 8. Visitors: Please note that we reserve the right not to allow visitors to the hotel. This is to ensure the comfort of all our guests. Should you have visitors - THE BEHAVIOUR OF ALL VISITORS IS <u>YOUR RESPONSIBILITY</u> . | |

Should you have any queries regarding this accommodation, please do not hesitate to contact me.

Kind regards

The Hub Boutique Hotel

"exceptional style – unbelievable value"