



GRAND DÉDALE

ELEGANT COUNTRY HOUSE LIVING
ON DOOLHOF WINE ESTATE



TERMS & CONDITIONS

SINGLE OCCUPANCY

Any room type can be booked in single occupancy as is eligible for a 15% discount off the room rate.

GENERAL CHILDREN & THIRD PERSON POLICY

We welcome children from the age of 12 years. If the entire Country House is booked for exclusive use, children of all ages are welcome. None of our rooms is able to accommodate more than 2 adults.

Manor House

None of the rooms in the Manor House is able to accommodate more than two guests. If children are booked in the Manor House, they are required to take their own room at the applicable room rate and this is limited to 2 children.

Romantic Cottage

The Romantic Cottage can accommodate two adults and two children between the ages of 12 and 16 on a sleeper couch. Surcharges apply.

TOUR GUIDES

Tour guides are required to pay the applicable room rate and we do not offer special rates.

PETS

Due to hygienic reasons and allergic reactions of other guests, pets are not allowed anywhere in the Country House. Guests who choose to ignore this policy will be charged the fee of a professional cleaning service.

ARRIVAL/ DEPARTURE

Our check-in time is from 14h00, and check out time by 11h00.

GENERAL CANCELLATION POLICY

Cancellations deemed valid only if received in writing. Please ensure that you get a response acknowledging your cancellation. Refunds of monies paid for bookings are at the discretion of Management and are dependent on ability to re-sell the room(s). Receipt of a signed confirmation letter, a deposit or credit card number assumes unconditional agreement of these terms. In the event of a premature departure, we may charge for the full extent of stay that was booked and confirmed. We recommend that guests take out appropriate travel insurance.

CANCELLATION FEES (one or two rooms)

Within 30 days prior to arrival we charge 25%, within 14 days 50 % and within 7 days or "No Show" 100 % of the total accommodation amount.

GROUP CANCELLATION FEES (from three rooms)

Within 90 days prior arrival we charge 25%, within 60 days 50 % and within 30 days or "No Show" 100 % of the total accommodation amount.

CONFIRMATION OF RESERVATION

Kindly note that your reservation is not secured and confirmed until a signed confirmation letter along with the required deposit has been received. We reserve the right to release your reservation any time without prior notice if the booking has not been confirmed. If a deposit is paid with credit card and a booking is cancelled outside the cancellation terms, the deposit will be refunded less a 5% credit card/admin fee. Please note that we do not cover for any bank charges from overseas transfers.