

BOOKING POLICY

Rates are charged per night for the unit.

Rates are subject to change without prior notice.

Weekends

Sleeps 4: R2250

Sleeps 2: R1750

Weekdays

Sleeps 4: R1950

Sleeps 2: R1450

50% deposit within 48 hours to confirm your booking.

100% payment charged on last minute bookings.

A refundable key deposit of R200.

Min. stay of 2 nights during school holidays and over weekends.

Mid-week rates apply between Sundays and Thursdays.

All ages are welcome.

We prefer EFT payments.

Check in between 14:00 and 18:00 (unless otherwise arranged)

Check-out: 10:00 (unless otherwise arranged)

Please inform us in advance of your expected arrival time.

Make sure that you read the description of our units in order to make sure that the bedding arrangement is suitable for your guests.

Please note for internet bookings: Occasionally a double booking can occur when a person books the same unit via the phone and on the internet simultaneously. In such a case you will be contacted immediately and the person who booked online will get preference.

Extra sleeping facilities can only be arranged for children and/or babies at an additional fee.

TERMS AND CONDITIONS

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Opstal Stay, its owners and personnel will not be liable (or held responsibly) for any damages, loss, injury or illness that results from the use of the facilities at Opstal Stay. All facilities used and entering the premises is at own risk.

Please note that we are based in a mountain area and visitors may experience close encounters with natural fauna such as baboons, spiders, snakes, field mice, birds and other small animals and insects. Again we cannot be held liable for any loss or injury that could result from such encounters nor can we guarantee that none of these very natural residents will find their way into your unit.

We prefer the sound of nature that is why we kindly request our guests not to play music aloud. After 23:00 there must be silence at all units.
On special arrangement the following is possible.

Please note that some of the activities are weather permitting.

- Tractor-train
- Wine pairing

The responsibility of proper supervision over babies, toddlers and children rest on the person in whose care they enter the premises.

At departure, please ensure that any cutlery and crockery which might have been moved to another unit is returned as anything missing will be charged. We do not have a cover charge for breakage, so in case of breakage please inform us in order to settle the bill.

Visitors bring their own belongings at own risk. Opstal Stay does not assume responsibility for any lost or stolen personal property. Please keep all personal property under observation.

The use of firearms and fireworks are STRICTLY PROHIBITED.

No scramblers or quad bikes are allowed on the farm.

Outdoor furniture is provided therefor none of the furniture in the house may be used outdoors.

TERMS AND CONDITIONS

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No pets allowed.

Only make a fire in the provided fireplaces.

Parking available at your unit.

Wi-Fi available.

Until recently we had draught in our area, please make sure to use water wisely.

We have a dam on the farm,
please note that swimming in the dam is NOT ALLOWED.

Smoking is only allowed outside the units.
Please make use of provided ashtrays.

Bathroom towels may not be used outside at the Hot Tub.
Specific towels will be set out for outside use.

We provide something extra for special occasions on pre-arrangement at additional cost. (Eg. birthday, anniversary, honeymoon)

The number of beds in each unit equals the max. amount of persons.
Only after 3 days of occupancy will towels and linen be changed.

Do not miss out on the opportunity to treat yourself to pizza and wine or a hearty meal prepared by Chef PJ Lombard in our lovely Estate Restaurant. With beautiful views overlooking the valley and a great menu, it's no wonder we're rated number 1 on Tripadvisor in our area. Book in advance to avoid disappointment. Please note that the restaurant is open from Wednesday to Sunday.

The person who made the booking and received these conditions agrees to inform all the members of the group of the conditions and accepts the responsibility to ensure that all the members conform to the stipulations thereof and is responsible for paying the account. Right of admission is reserved. Any person who misbehaves themselves to the judgement of the management or any of its staff members has to leave the premises on request.

CANCELLATION POLICY

If cancelling 14- days before arrival, forfeit 100% of the deposit.

If cancelling 15+ days before arrival, forfeit 10% of the deposit.

Any refunds processed will be subject to an Administration Fee.

Balance payments to be done in full 7 days prior to arrival.

Please note that bookings will only be considered finalised when your full payment reflects in our bank account; NOT when proof of payment is received via email.

Failing to settle the full prepayment 7 days prior to the confirmed arrival date will result in the booking being cancelled and a cancellation fee of the total amount will be charged.

In case of a no-show, the total price of the reservation will be charged.