

Terms & Conditions

Check-in: 14:00 – 18:00

Check-out: 07:00 – 10:00

Breakfast times: 07:30-09:00

Payment

We require a 50% deposit of the full booking amount to secure a reservation. The balance will be payable prior or upon arrival. We accept credit cards (Visa, Mastercard, and American Express), EFT payments and cash payments. Any bank charges incurred by Karoo Sun Guest House in relation to international funds transfers or cash deposits are to be met by the guests and will be added to the balance due.

Cancellations

We have a live calendar with Nightsbridge which connects to many websites around the world giving instant online availability. Once a room is booked, it is no longer available to sell on these websites. We only have a few rooms available and cannot make up for lost business.

For cancellations more than 80 days prior to the arrival date you will be liable for 25% of the total booking fee.

For cancellations more than 30 days but less than 80 days prior to the arrival date you will be liable for 50% of the total booking fee.

For cancellations between 30 and 15 days prior to the arrival date you will be liable for 75% of the total booking fee.

For Cancellations between 14 and 1 day(s) prior to the arrival date you will be liable for 100% of the total booking fee.

For non-arrival/no show or premature departure you will be liable for 100% of the total booking fee.

Children

Unfortunately we cannot accommodate children under the age of 10. Some exceptions may apply – please contact us directly regarding this.

Pets

No pets allowed.

Smoking

Smoking are only allowed in the designated smoking area outside. No smoking inside the building or on the balconies or veranda.

Liquor

Karoo Sun has a liquor license. Guests are not allowed to bring any own liquor onto the premises.

Visitors

Guests are not allowed to receive visitors on Karoo Sun's premises.

Self-catering facilities

We do not have self-catering facilities available. Thus no microwave or kitchen available for use by the guests.

Liability Disclaimer

Any person entering the premises of Karoo Sun Guesthouse and using the swimming pool and/or any of the facilities on the property, are advised by virtue of this notice that they are utilising such facilities entirely at their own risk and therefore indemnify the owners of this facility in full and shall have no claim of whatsoever nature against the owners including any claim from any injury/bodily harm/death and/or loss of property which could arise from the use of this facility or the swimming pool. We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. In the case of damaged property costs or excessive cleaning costs as a result of your (the guest) stay, we reserve the right to make a charge to the guest's credit/debit card to cover applicable expenses. If checking out before the original book-out date, you will be responsible for paying the full booking amount, and will receive no refund for checking out earlier. All our guests have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to our guests to protect them from inappropriate behaviour. Should any actions by a guest be deemed inappropriate by a member of staff, or if any inappropriate behaviour is brought to the attention of a member of staff, we reserve the right to take appropriate action against the guest.