



Terms & Conditions

We look forward to welcoming you. When you make your booking you are entering into an agreement with us. Please read our terms and conditions of booking below.

Arrival and Departure

Check in is available from 3.00pm to 8.00pm (15:00 to 20:00) on the day of arrival. Check-in times outside of those specified must be confirmed with us prior to arrival.

We ask that you please vacate your room by 11.00am (11:00) on the morning of departure.

Breakfast

Breakfast is included in the Room fees and will be served between 7.00am to 10.00am (7:00 to 10:00). We serve a deliciously and healthy full breakfast. Upon arrival or when booking we will ask you to notify us of any special wishes, dietary requirements and at what time you wish to enjoy it. We will serve the breakfast on our veranda overlooking the pool and garden or in the vegetable Garden by the Koi pond weather depended.

Cancellation by the Guest

In the event of premature departure, we may charge for the full original booking. We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favor of someone who has already booked and who then cancels. We do, however, appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases.

- Cancellation 0-7 days before date of arrival, or no-show - visitor forfeits 100% of full quote value.

- Cancellation 8-14 days before date of arrival - visitor forfeits 50% of full quote value.
- A full refund will be made if the booking is cancelled 15 days or more before the date of arrival.

We take all Bookings in good faith, as we are unable to judge reasons for change, cancellation or non-arrival, guests are reminded that no exceptions to the above conditions will be made and that any booking made with Doveton House for either accommodation or goods, services, meals or drinks that are pre booked (verbal or written) forms a legally binding contract. For this reason, we advise that you take out a suitable insurance product to cover against unexpected costs such as cancellation fees. In addition, we may take legal action, through the Courts, to recover any outstanding debts.

Cancellation by Us

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full. Should you wish to, we will attempt to book you into another local bed and breakfast of the same or lower grading in a similar standard of room(s). Should this establishment be more expensive than Doveton House, we will pay the difference for the first night of your stay. Our liability will not extend beyond these conditions.

Car Parking - Off-road

Our off-road secure parking is available for guests' use - Cars parked here are at Owners risk.

Change of Room

If a booking is taken out for a specific room and the room reserved is rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to an alternative room.

Children policy

To secure tranquillity and 100% privacy for you and our guests, Doveton House does not cater for children under 12 years of age.

Damage and Breakages

Please take care of our beautiful Guesthouse. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly.

We have a R1000 Damage and Breakage deposit policy which is charged per stay per suite. This deposit will be paid back within two days of departure. Any damage or loss will be deducted from this amount as we reserve the right to charge for repair or making good if the damage is significant.

Data

Some of the data gathered during the course of a booking may be held on computer. We would like to hold this data after your visit to be able to inform you of future offers. If you would prefer us not to hold this information, please let us know.

Evening Meal Reservations

Evening Meals are available each evening. Please telephone, email or inform the manager in advance to book an evening meal and notify us of any special dietary requirements. All meals are prepared to order and therefore we require a minimum of 24 hours notice (or by breakfast the same morning – for guests already staying at our Guesthouse). Without pre-ordering we can unfortunately not guarantee to provide a meal on the day of arrival.

As evening meals are purchased for and prepared to order, if an order is placed and cancelled after 12am/12.00 noon on the day of dining or not taken for any reason, the full cost of the meal will remain payable.

All our evening meals will be prepared by our residential chef, Silvia. Our kitchen is small and in order for us to give you the best culinary experience – we will only serve one specific dinner per evening. Please ask the manager for the meal of the day. We thrive to meet our guest's needs, so please let us know any special wishes and we will do our best to fulfill them.

Fitness Room/Gymnasium

Doveton House has a fully equipped Fitness room for the convenience of you. It will be available 24 hours a day for all guests and cannot be booked. Using the fitness equipment and the fitness room is entirely on your own risk and responsibility. Neither Doveton House nor the management shall be held liable for any injuries arising related to the use of our Fitness equipment or Fitness Room. Kindly treat all fitness equipment with care and please report any damage or malfunction to the manager immediately.

Generator

The Doveton House is equipped with highly sufficient generator which will start automatically with any power-cut or load shedding, ensuring the best stay for you.

We do not take any liability for loss of data, documentation or any matter relating to a power-cut/load shed which may be lost during same and in relation to our Generator.

Hazardous Goods

Bringing goods and/or storing of raw exposed cinema films or any other article of a combustible or hazardous nature and/or prohibited good and/or goods of objectionable nature is prohibited. The guest shall be solely liable and responsible to the management, its other guests, invitee's visitors, agents and servants for all loss financial or otherwise and damage that may be caused by such articles or as a result of the guests own negligence and non-observance of any/instructions.

Gambling, contraband, prostitution, weapons, explosives, flammable objects, poisons, drugs and pungent food are strictly prohibited on Doveton House premises.

Keys

You have access to the building and your room 24 hours a day throughout your stay using a set of keys given to you when you register on arrival. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged at R500 per set. Simply to cover the costs of a new set.

Liability

We do not accept any liability for any damage, loss or injury to any member of you or your party or any vehicles or possessions while on Doveton House premises, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

Lost Property

We are happy to return items that have been left following departure. However, there might be a charge to cover postage and packaging depending on where you wish us to ship/courier your belongings. We will do our best to handle your belongings but we take no responsibility for items that may be lost or damaged in transit.

Lunch Meal Reservations

Lunch Meals are available each lunch. Please telephone, email or inform the manager in advance to book a Lunch and notify us of any special dietary requirements. All meals are prepared to order and therefore we require a minimum of 24 hours notice (or by evening the day before – for guests already staying at our Guesthouse). Without pre-ordering we can unfortunately not guarantee to provide Lunch on the day of arrival.

As Lunch meals are purchased for and prepared to order, if an order is placed and cancelled after 9am / 09:00 on the day of the lunch or not taken for any reason, the full cost of the meal will remain payable. As with the evening meals we thrive to meet our guest's needs, so please let us know any special wishes and we will do our best to fulfill them.

Missing Items

We reserve the right to charge for missing items.

Payment

Extra Payments which you have requested during your stay is due on the morning of departure and we accept the following credit and debit cards; Visa, Credit Card, Diners and Cash

Pets

Pets are not permitted in the house or on the adjoining land.

Photographs and Video's

Using photographs and videos taken in the hotel for commercial or public purposes is NOT permitted without the management or owners approval.

Prices

We reserve the right to change our prices at any time without prior notification. This does not affect bookings already made. All Promotions must be requested at the time of the reservation and cannot be applied retrospectively. Promotions and Special Offers cannot be combined or used in conjunction with any other special rates or promotions, unless specified. All Promotions and Special Offers are subject to availability. Doveton House reserves the right to limit the number of rooms available on promotion or discontinue the offer at any given time. All rates are quoted in South African Rand and include Value Added Tax (VAT) at the prevailing rate.

Reservations

Please note the cancellation policy before committing to a reservation/booking.

In order for us to secure a reservation/booking, we need full payment minimum 30 days before arrival if booked well in advanced. Booking/reservations made less than 30 days before arrival is only secured when we receive full payment of the Room(s). There is a minimum of 2 nights stay over the weekends.

Security on site.

We have state of the art security system on-site to secure our guests and employees. We kindly advise that the Main Gate, Front door Gate and front Door is remained locked at all time unless entering or exiting the Doveton House Guesthouse.

Settlement of Bills

Bills must be settled on presentation, personal cheques are not accepted.

Smoking

Smoking is NOT permitted within the Guesthouse nor the Rooms, Smoking is allowed on balcony and outside area. Please note that offending guests may be asked to leave immediately and may be liable for professional cleaning of any rooms and any outstanding balance of nights booked but not taken through early departure.

Termination Policy

Doveton House reserve the right, at its discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behavior or as a result of actions which are likely to endanger or offend others (Please note that noncompliance of our non-smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

VAT

All published rates are inclusive of VAT at the prevailing rate.

Wi-Fi Access

Doveton House provide Free WiFi during your stay. By using our Wi-Fi Service, you automatically agree to the terms and conditions of use in force at the time. These will be displayed in the Guest Information Folder within your room.

We thrive to give you and our guests the best stay possible, but in case of faults, failures or interruptions or the accuracy, timeliness, power-cut, completeness, security or reliability of any communications (including, without limitation, any transactions), any damage to, or viruses that may infect your computer or mobile device or other property on account of your access to the WiFi, Doveton House shall NOT be held reliable.

We reserve the right to amend these terms and conditions at any time and without any prior notice. You acknowledge and agree that all intellectual property rights (including, but not limited to, copyrights (including rights in software), trademarks, database rights, patents and inventions) in and relating to the service are owned by us. Nothing in this agreement operates to transfer any such intellectual property rights to you. We reserve the right to assign or sub-contract any of our rights and obligations under this agreement without notice to you. If any provision of this agreement is found to be unenforceable by a court of competent jurisdiction, the other provisions shall nevertheless remain in full force and effect.

doveton house

*exclusive guesthouse for
the executive travellers*

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