



13 London Road; Sea Point; Cape Town; 8005
Tel: 021 434 0205 Fax: 021 434 0149
VAT No. 4390255448 Co. Reg. 2005/006597/07
www.thehydehotel.com

TERMS AND CONDITIONS:

- Please note that all guests will be required to sign a registration form on arrival and that a pre-authorization amount of R200 per night will be taken for any incidental extras. If paid in Cash, this amount will be refunded on Departure, but if authorized on Credit Card, it will be cancelled on Departure and will be visible in your account within 48 hours.
- Check in time is from 14h00 onwards; check out time is by 11h00. Early Arrivals and Departures may be requested, but will be subject to availability and cannot be guaranteed. Additional charges might also apply.
- In order to guarantee a reservation, credit card details, a voucher or a deposit is required.
- The hotel reserves the right to release any bookings that are non-guaranteed.
- A fee equivalent to a day use rate will be levied for check-outs after 11h00 if not approved by the front desk.
- If the numbers of occupants on arrival exceed that stipulated in the quotation, we may provide additional accommodation at the rate of R400 per person per night if we are able to accommodate such extra guests. We however reserve the right to cancel the booking and retain the full cancellation fee.
- Guests may not host parties/events on the premises, without Management's consent.
- Smoking inside the premises or its rooms is strictly prohibited. The courtyard and pool deck is the only allocated smoking area.
- No animals are allowed on the premises unless a guest requires a medically trained dog or guide dog.
- All loss and/or damage to property suffered by the Hyde shall be charged at their replacement cost plus an additional charge to absorb administration costs.
- Any lost access cards/remotes not returned will result keys/remotes being replaced and the guest will be held accountable for costs.

Deposit Policy:

- All individual bookings require 50% payment on day of confirming the booking.
- The balance will be required on arrival.
- Please ensure that you use the 5 digit Reference Number as a reference when depositing. The hotel reserves the right to automatically cancel any, or all, of the booking(s) without prior notification should no deposit, voucher or CC details be received within 48 hours, unless alternative arrangements are made.



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Cancellation Policy:

Please note that all cancellation requests must be submitted in writing to our reservation department at reservations@thehydehotel.com

Cancellations will only be effective once we have acknowledged receipt and confirmed the said cancellation.

- Bookings cancelled are subject to a 50% cancellation fee on the booking value of the entire stay if cancelled within 3 - 7 days prior to the arrival date.
- Bookings cancelled are subject to a 100% cancellation fee on the booking value of the entire stay if cancelled within 48 hours prior to the arrival date.
- Bookings cancelled between 22 December and 04 January, are subject to a 50% cancellation fee on the booking value of the entire stay if cancelled within 14 days prior to the arrival date.
- Bookings cancelled between 22 December and 04 January, are subject to a 100% cancellation fee on the booking value of the entire stay if cancelled within 7 days prior to the arrival date.

No Shows and Early Departures:

- Reservations that fail to arrive are subject to a 100% 'no-show' fee on the booked value for the entire stay.
- Reservations that leave before their scheduled date of departure are subject to a 100% 'Cancellation' fee on the booked value for the entire stay.

I trust the above meets your approval and should you require any further assistance, please do not hesitate to contact us. We look forward to your visit and trust that you will have a most enjoyable stay.

Kind Regards,
Melindie Janse van Rensburg
Reservations Manager
TEL: 021 434 0205
FAX: 021 434 0149
EMAIL: reservations@thehydehotel.com