Zifaja Guest House – Terms & Conditions, House Rules and Refund Policy

Terms & Conditions

Welcome to Zifaja Guest House. By making a reservation and staying at our guest house, guests agree to the following terms and conditions:

1.Check-in time is from 14:00 and check-out time is before 10:00 unless prior arrangements have been made.

2.Full guest information and valid identification may be required upon arrival.

3.Reservations are confirmed only after receipt of payment or proof of payment.

4.Guests are responsible for any damage caused to the property, furniture, or equipment during their stay.

5.The guest house is not responsible for loss, theft, or damage to personal belongings.

6.Quiet hours must be respected to ensure comfort for all guests.

7.Visitors are only allowed with management approval.

8.Smoking is only permitted in designated smoking areas.

9.Pets are not allowed unless approved in advance by management.

10.Management reserves the right to refuse admission or terminate a stay where guest behaviour is disruptive, unlawful, or unsafe.

House Rules

1To ensure a comfortable stay for all guests, please follow these house rules:

2.Respect other guests and staff at all times.

3.No loud music, parties, or excessive noise.

4.Keep rooms and common areas clean and tidy.

5.Children must be supervised by an adult at all times.

6.Any damages or missing items will be charged to the guest.

7.Illegal substances and unlawful activities are strictly prohibited.

8.Please switch off lights and electrical appliances when leaving the room.

9.Only registered guests are allowed in rooms unless permission is granted.

Refund & Cancellation Policy

1.Cancellation 30 days or more before arrival: 75% refund of deposit paid.

2.Cancellation 14 days before arrival: 50% refund of deposit paid.

3.Cancellation 7 days or less before arrival: No refund.

4.No-shows or early departures are non-refundable.

5.Refunds may take 5–10 working days depending on the payment method used.

6.In the event of emergencies or unforeseen circumstances, management may consider refunds at its discretion.

Liability

Guests stay at their own risk.

ZIFAJA Guest House will not be held liable for injuries, accidents, or loss of valuables during the stay.

Guests are encouraged to secure personal belongings at all times.

Payment Policy

1.A deposit may be required to secure bookings.

2.Outstanding balances must be settled before or upon check-in.

3.Payments can be made via EFT, cash, or approved payment methods.

4.breakage deposit of 1000 is payable before arrival.

Team Member

1.Phelo:Admin

Info@Zifaja.co.za

Phelo@Zifaja.co.za

2.Pam:Marketing\Networking and Social skills idea

info@Zifaja.co.za

pam@Zifaja.co.za

3Andiswa:Office Administrator

info@Zifaja.co.za

andiswa@Zifaja.co.za

Social Media Handles:Pam

Bank Account:FNB

Account Holder:ZIFAJA PTY LTD

Account NO :62671336389

BRANCH :250655

EMERGENCY LIST

SAPS HOGSBACK :083 333 1902\112 FROM MOBILE PHONE\045 962 1030

AMBULANCE : 10177

FIRE BRIGADE :10177