



## Terms and Conditions: Payment Policy

- \*100% of the booking is taken from your credit card when booking on the Curiosity website.
- \*The original credit card or a signed letter from the credit card holder with a copy of the credit card as well as ID/Passport and Proof of Residence from the cardholder will be asked for upon arrival at the hostel.
- \*Check in time is from 14H00 and check out time is by 10H00.
- \*Room/bed numbers are allocated on the day of arrival, therefore specific room numbers cannot be guaranteed.
- \*We do not allow smoking in any of the bedrooms & indoor communal areas. Smoking is only permitted outside and on the balcony.
- \*As this is a licensed premise, no alcohol is allowed to be brought into the hostel.
- \*We do have, a restaurant and bar available to purchase food or alcohol from.
- \*On street parking available, with 24hr neighborhood security.
- \*Shuttle transfers must be booked in advance by email.

## **CANCELLATION AND NO SHOWS:**

### **Individuals:**

- Should this reservation be cancelled within 10 days prior to arrival, or in the case of a no show, 100% of the deposit paid will be charged.
- \* If cancelled more between 11-28 days prior to arrival date, 75% admin fee will be charged.
  - \*28days prior to arrival 0% will be charged.
  - \*In the event of a no-show, 100% of the total stay will be charged.
  - \*All refunds need to be requested in writing. No cash refunds will be permitted.

### **Groups:**

- \*Should this reservation be cancelled less than 10 days prior to arrival, 100% of the total stay will be charged.
- \*If cancelled more than 11-28 days prior to arrival, 75% of the total stay will be charged.
- \*In the event of a no-show, 100% of the total stay will be charged.
- \*All refunds need to be requested in writing. No cash refunds will be permitted.

### **Curiosity Backpackers Pty Ltd, Conditions of stay or visit:**

Conditions of stay or visit ("Conditions") these conditions apply to guest who are consumers in terms of the Consumer Protection Act, 2008 ("CPA").

Any provisions of these conditions which may:

- Limit the risk and liability of Curiosity Backpackers("the hostel") or a third party;
- Create the risk of liability for the guest;
- Compel the guest to indemnify the Hostel or a third party; or
- Serve as acknowledgement of fact by the guest, and indicated in bold text and your attention is drawn specifically to such provisions.

### **Provisions.**

These provisions are important and you should read them and ensure that you understand what they mean. If you do not understand anything contained in these provisions, please speak to a manager of the Hostel, who will explain them to you and answer any questions that you may have:

(1) Unpaid accounts are subject to interest. Interest and Collection fees and costs may be charged at maximum legally allowable rates on overdue accounts.

(2) Damages to rooms or hostel property and any outstanding payments due will be deducted from the guests credit card we have pre-authorized or the guest will be told to pay amount equivalent to damaged caused

(3) Accommodation is provided on a arrival basis. Your account must therefore be settled in full on arrival. You are responsible for payment for the full period reserved, even if your stay is cut short for any reason whatsoever. In the event of the account not being settled for any reason whatsoever, you hereby hold yourself personally responsible for all costs of whatsoever nature relating to your accommodation at the hostel. You also agree to pay all legal fees incurred as a result of failure to pay your account when it's due for payment.

(4) No animals, beverages of any kind may be brought into the premises of the Hostel "Curiosity"

(5) All rooms in the Hostel are non-smoking. You will be liable for a fine of R500 if you are found smoking in any non-smoking area on the premises.

(6) The Hostel has a safe and storeroom facilities. All use of these safes, storeroom facilities are entirely at your own risk.

**Please take note of the disclaimer and indemnity provisions set out below.**

(a). All vehicles are parked on street at your own risk.

(b) No Guest may have visitors that are not residence of the Curiosity after 21h30

(c) The Hostel has the right to request deposits in advance to secure your stay. In the event that you cancel any reservation with the Hostel, the Hostel will be entitled to charge reasonable cancellation fee, the amount of which will be dependent upon the length of notice of cancellation provided by you and the Hostel's ability to secure alternative guests for the room/bed reserved for you.

**Disclaimers**

(a) The use of the Hostel is entirely at your own risk and you assume full responsibility for any risk or loss to person or property resulting from your stay at the Hostel and your use of the Premises and the Hostel's facilities.

(b) The Hostel and its employees, directors, officers and /or agents disclaim liability for any damage, loss or liability of whatsoever nature, whether direct, indirect or consequential in nature, arising out of or in connection with access to or use of the Hostel, Premises or any facilities provided by the Hostel.

**Indemnity**

(a) You hereby indemnify the hostel and its employees, directors, officers and /or agents against any loss claims or damage of whatsoever nature which may be suffered by yourself and or any third party arising in anyway from your stay at the Hostel or use of the premises or any of the facilities.

**Cancellation Policy**

Cancellations within 10 Days before arrival - 100% of total accommodation is charged and forfeited.

Cancellations more than 11-28 Days before arrival - a refund will be permitted, however a 75% admin fee will be charged. All Refunds will have to be requested in writing [stay@curiosityhostels.com](mailto:stay@curiosityhostels.com)