



Le Petit Paris Guest House | 11 Akademie Street, Franschhoek, 7690 | info@lepetitparis.co.za

Le Petit Paris Guest House Terms & Conditions

TERMS & CONDITIONS:

LE PETIT PARIS PTY LTD

11 AKADEMIA ROAD, FRANSCHOEK, WESTERN CAPE, 7690

GENERAL TERMS AND CONDITIONS RELATING TO BOOKINGS

The "Service" provided and invoiced by Le Petit Paris Guesthouse includes, but is not limited to, the reservation of a room for a specific date for a particular customer and/or providing the agreed upon the room and additional services as confirmed on the invoice.

To avoid any misunderstanding, a booking confirmed by a voucher, pre-payment or emailed invoice constitutes a binding contract.

We require full pre-payment to secure your booking.

Our payment terms are seven days before check-in date.

In the event of premature departure, we may charge for the full original booking.

Cancellation Policy:

Guest will forfeit 100% of total if cancellation 7 days before arrival.

Guest will forfeit 50% of total if guest cancel 30 days before arrival.

Less than 1 weeks before stay date or no-show: full invoice payable.

Refunds will incur a 10% administration fee to cover bank charges and additional admin costs.

Accommodation might be cancelled automatically if the pre-payment is not received within two days of making the booking – but this does not resolve the customer of any liabilities regarding its obligation relating to payment for the service provided as stated in the first paragraph above, or timeous notification of cancellation or changes to the booking.

Accommodation prices apply at the time of booking.

3rd party booking policies apply

Deposit payable on booking in advance to confirm reservation and balance of payment either made in advance or on departure. All accounts to be settled on departure.

Please note, we do not accept any cheques as payment.

No smoking is permitted in any rooms or the rest of the house, and we reserve the right to cancel any booking due to the violation of smoking inside the units rule without a refund.



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Out of respect for neighbours, noise levels should be kept to a minimum. No noise after 22:00, we reserve the right to cancel any booking due to the violation of the noise rule without a refund.

Check-in time: 14:00 - 18:00

Late/early check-in's to be arranged personally with the owner before arrival.

No check-ins will be accommodated after 22:00

Check-out time: Strictly 11:00

If rooms are not vacant by check-out time, guests will be charged for an additional day.

The Terms and Conditions of this booking are deemed to be accepted on receipt of the voucher, purchase order, emailed confirmation or invoice, or Credit Card details for Authorised Manual Transaction payment.

Liability:

ALL GUESTS ENTER THESE PREMISES AT OWN RISK. All vehicles parked at own risk.

The Owners/Management of Le Petit Paris Guest House are not liable or do not accept any responsibility for any death, disability, loss, lost, stolen or damage done to any guest's property.

Any damage to the property or its content should be reported immediately upon arrival to Owners/Management. If guests fail to do so, they will be held liable for any damage to the property or content.

Safety:

For the safety of all our guests, the following applies:

The security/sliding gates at the entrances should be closed and locked at all times.

Please make sure you lock all doors of the Guest House rooms during the day and especially at night.

Unauthorised persons/visitors are not allowed on the premises without owners prior consent

Only guests whose names appear on the invoice will be permitted on the Guest House premises.

Any unauthorised persons that were not originally booked and paid for will be charged for their accommodation without exception.

Our guest's safety is our priority and should you not comply with these rules, and guests will be expected to settle the FULL account and leave the premises immediately.



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Laundry facilities:

Laundry can be provided if an extra surcharge is paid, and then only by prior arrangement. Under no circumstances are guests allowed to operate the washing machines on their own.

The Right of Admission Reserved:

No persons other than those quoted for, are permitted to share the accommodation. Please avail these terms and conditions to your clients.

The person/individual that makes the initial booking will be deemed the responsible person for settling the account and no third party correspondence will be entered into.

Our banking details:

Le Petit Paris PTY LTD

Standard Bank

Account number: 10182075743

Branch code: 025109 (Claremont) | Electronic Payment: 051001

Swift code: SBZAZAJJ

Please e-mail proof of payment to: info@lepetitparis.co.za

Please note that guests are required to send the proof of payment to us via email to payment (info@lepetitparis.co.za) and receipt of this payment will confirm the booking..



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CONSENT CLAUSE DISCLOSURE OF PERSONAL INFORMATION

All the information (personal information) supplied by you voluntarily or mandatory will be recorded and processed regardless of form or medium in which the information was supplied. Le Petit Paris has a strong commitment to providing excellent service to all of our customers, including respecting concerns about privacy. Le Petit Paris will explicitly ask when we need information that personally identifies you or allows us to contact you. If you are under 18 years of age (minor), we will require the consent of your parent/guardian/competent person before we will process the personal information of the minor, unless it is in the public interest.

We will process the following information, name, email address, phone number, address. Generally personal information is requested when making bookings. You agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything. Should you supply false and/or incorrect information we may reserve the right to cancel your bookings and/or to not accept your booking.

The purposes for which Le Petit Paris will use your personal information are as follows: to transact with you via SMS, telephone, social media, postal address, website or email regarding reservations/bookings, to provide services/products to you; to inform you of new features, services, special offers and products (provided you have not declined to receiving such marketing material); to enable us to process, validate and verify reservations/bookings and requests for services or goods and for the purposes for which you specifically provided the information; to improve your experience on our website (if any).

Le Petit Paris shall be entitled to disclose personal information if required to do so (a) to comply with applicable law or with legal process served on Le Petit Paris; (b) to protect and defend the rights or property of Le Petit Paris, and (c) for the purposes of distributing same to various employees and/or third parties who assist Le Petit Paris in providing services to you and thus need to know your personal information in order to render a proper and efficient service to you.

We will ensure that all such employees and/or third party service providers having access to your personal information are bound by appropriate and legally binding confidentiality and non-use obligations in relation to your personal information.

If you use our website: You are aware that information and data is automatically collected through our website are the standard operation of the Internet servers and through the use of "cookies." "Cookies" are small text files a website can use to recognize repeat users, facilitate the user's ongoing access to and use of the website and allow a website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our Websites.



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WHILST LE PETIT PARIS IS OF INTENT TO TAKE REASONABLE MEASURES TO KEEP PERSONAL INFORMATION ABOUT YOU CONFIDENTIAL, IT SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION BEYOND THE REASONABLE CONTROL OF LE PETIT PARIS.

Le Petit Paris Guest House will:

- treat your personal information as strictly confidential;
- take appropriate technical and organizational measures to ensure that your personal information is kept secure and is protected against unauthorized or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
- promptly notify you if we become aware of any unauthorized use, disclosure or processing of your personal information;
- provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request; and
- upon your request, promptly return, destroy, rectify any and all of your personal information in our possession or control.
- We will not retain your personal information longer than the period for which it was originally needed, unless we are required by law to do so, for historical, statistical, research purposes or you consent to us retaining such information for a longer period.
- You have the right at any time to rectify the Personal Information collected, object to the processing of Personal Information (subject to legislation) and to lodge a complaint at the Information Regulator.
- The Personal Information processed by the supplier will not be transferred to a third country or International organization.
- All enquiries must be addressed to the information officer info@lepetitparis.co.za

Thank you, we look forward to your stay with us,
Le Petit Paris Guesthouse Management