



Standard Terms & Conditions

Acceptance

By making or confirming a reservation, the guest acknowledges that they have read, understood and accepted the above Standard Terms and Conditions.

Authority to Book

By signing the booking form or confirming a booking, you warrant that you are duly authorised to sign for and bind all persons represented by you, or for whom you are responsible ("your party"), to these conditions of residence. Failing such authority, you agree to be personally liable for all amounts arising from the residence of yourself and your party at Lexden Guest House.

Booking Confirmation

All reservations are subject to availability.

A reservation is confirmed once the required deposit or payment has been received and Lexden Guest House has confirmed the booking. Unless otherwise agreed in writing, the remaining balance must be paid in full no later than 14 days before the scheduled check-in date.

Payments & Accepted Methods

- Electronic Funds Transfer (EFT)
- Visa and Mastercard
- Cash (South African Rand)
- 3D Secure Payment Link
- Virtual Cards

Check-in: 2:00 pm - 8:00 pm

Early check-in is not available.

Late check-in is only available by prior arrangement with Lexden Guest House and is subject to a late arrival fee of R150.00.

Check-Out time: 11:00am

Guests are requested to vacate their rooms by the check-out time to allow for housekeeping and preparation for incoming guests.

Any outstanding charges must be settled before departure.

Cancellation Policy

Should a guest cancel a confirmed reservation, the following cancellation fees will apply:

Notice of Cancellation	Cancellation Fee
30 days or more before arrival	No cancellation fee (100% refund of monies paid)
16-30 days before arrival	50% of the total booking value
15 days or less before arrival	100% of the total booking value

Failure to Check-In

If a guest fails to arrive on the scheduled arrival date without prior notice, the reservation will be treated as a “no-show” and cancelled. Any refund or credit will be forfeited.

Early Departure

Guests who choose to depart before their confirmed departure date remain liable for the full value of their reservation.

Room Key/Remote Replacement

Lost or unreturned room keys & remotes will incur a replacement fee of **R750.00**.

Parking Disclaimer

Vehicles are parked at the owner’s risk on our on-site parking bays. Lexden Guest House and its staff cannot be held liable for loss or damage to vehicles, however caused.

Smoking Policy

All guest rooms are strictly **non-smoking**. A cleaning fee of **R1500.00** will be added to the guest account for any smoking inside the room.

Luggage Storage

Where possible, Lexden Guest House may provide temporary luggage storage before check-in or after check-out. This service is offered as a convenience only and is subject to availability and not necessarily in the chosen accommodation. While reasonable care will be taken, luggage is stored at the guest’s own risk.

Damage & Vandalism

Guests are responsible for any damage, breakages, or vandalism caused to Lexden Guest House property. The cost of repairs or replacement will be charged to the guest account.

Right to Cancel

Lexden Guesthouse reserves the right to cancel any reservation where the required deposit, payment, or requested documentation is not received within the specified time. Guests will be notified of such cancellation as soon as reasonably possible.

Liability

By occupying or being present on the premises, you agree that Lexden Guest House, its staff and management **shall not be liable** for any accident, bodily injury, or loss/damage to property of any guest, whether caused by negligence or otherwise. You **indemnify Lexden Guest House** against any claims brought by persons accompanying you, including minors and disabled persons.

Force Majeure

Lexden Guest House shall not be liable for any failure or delay in providing accommodation due to circumstances beyond its reasonable control, including but not limited to natural disasters, government restrictions, civil unrest, utility interruptions, pandemics, or other unforeseen events. In such cases, refunds, credits, or alternative booking arrangements may be offered at the discretion of management.