

Standard Terms & Conditions

Booking Confirmation

All reservations are subject to availability.
A booking is only confirmed once the required deposit or payment has been received and confirmation has been issued by Lexden Guesthouse.
By confirming a reservation, the guest accepts these Terms and Conditions, including this Cancellation Policy.

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.

Check-in: 2:00 pm – 8:00 pm
Early check-in is not available
Late check-in is not available (after 8pm a penalty fee of R150.00 per hour or part thereof). Please advise in advance of an anticipated late arrival.

Check-Out time: 11:00am
Late check-out is not available

Cancellation & No-Show Policy

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

Non-Refundable / Custom Policies

- No-Shows – 100 % of the booking amount is forfeited.

Payments & Accepted Methods

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

A 50 % deposit is required to secure the reservation and the balance is due 14 days from date of check-in in accordance with our policy. Non-payment may result in cancellation.

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.

Room Key/Remote Replacement
Lost or unreturned room keys & remotes will incur a replacement fee of **R750.00**.

Parking Disclaimer
We have on-site parking. No parking is allowed in the carport area.

Damage & Vandalism
Guests are responsible for any damage / breakages caused at Lexden Guest House in reception rooms and bedrooms.

Respect for Peace and Tranquillity
Lexden Guest House is a peaceful and tranquil haven, and preserving this atmosphere is important to us. We ask all guests to respect the serenity of the property and the comfort of fellow guests by refraining from excessive noise, loud music or disruptive behaviour at all times. Particular consideration is requested during the evening and early morning hours.
By staying at Lexden, guests agree to respect the peaceful environment that makes our property so special.

Force Majeure
Lexden Guest House shall not be held liable for any failure to perform its obligations due to circumstances beyond its control, including but not limited to acts of nature, government restrictions, or other emergencies. In such cases, flexible rescheduling options may be offered at management's discretion.

Contact Details
Phone:
Landline: 033 345 6984
Reception Mobile: 081 779 8933
Office Mobile: 060 384 9682
Owner: 083 775 4555
Email:
bookings@lexden.co.za
Address:
176 Howick Road, Athlone, Pietermaritzburg,
South Africa, 3201

Lexden
luxury guest house & self-catering apartments