



TERMS & CONDITIONS

Lily's Lodge

13 North Avenue,
Somerset West, Western Cape
South Africa
Effective Date: 13 February 2026

1. General

These Terms and Conditions govern all reservations and stays at Lily's Lodge. By making a booking or staying at the lodge, guests agree to comply with these terms.

2. Reservations & Payment

2.1 A booking is only confirmed once a deposit or full payment has been received.

2.2 *Lily's Lodge* reserves the right to cancel a reservation if payment is not received by the agreed date.

2.3 Payment may be made via EFT, card payment, or approved booking platforms.

2.4 Rates are quoted in South African Rand (ZAR) and include VAT where applicable.

3. Check-In & Check-Out

3.1 Check-in time: 14:00

3.2 Check-out time: 10:00

3.3 Early check-in or late check-out is subject to availability and may incur additional charges.

3.4 Guests must present valid identification (South African ID or passport) upon check-in as required by law.

4. Cancellation Policy

4.1 Cancellations must be made in writing via email.

4.2 Cancellation fees may apply as follows:

- i. More than 14 days before arrival: Full refund
- ii. 7–14 days before arrival: 50% of total booking
- iii. Less than 7 days before arrival: 100% of total booking

4.3 No-shows will be charged 100% of the booking value.

4.4 Refunds may take 7–14 working days to process.

5. Guest Responsibilities

5.1 Guests are responsible for any damage caused to property, furnishings, or equipment during their stay.

5.2 *Lily's Lodge* reserves the right to charge for repairs, replacements, or additional cleaning if required.

5.3 Guests must behave in a respectful and lawful manner and must not cause disturbance to other guests.

5.4 Illegal activities are strictly prohibited and will result in immediate termination of stay without refund.

6. Noise & Conduct

6.1 Quiet hours are from 22:00 to 08:00

6.2 Parties or events are not permitted without prior written consent.

7. Visitors

7.1 Only registered guests are permitted to stay overnight.

7.2 Day visitors must be approved by management and may be required to sign in at reception.

8. Smoking Policy

8.1 *Lily's Lodge* is a non-smoking establishment.

8.2 Smoking is only permitted in designated areas.

8.3 A cleaning fee may be charged if smoking occurs in non-smoking rooms.

9. CCTV & Security

9.1 *Lily's Lodge* uses CCTV surveillance in public areas for security purposes.

9.2 Cameras are not installed in private areas such as guest rooms or bathrooms.

9.3 Footage may be shared with law enforcement if required.

10. Liability

10.1 Guests stay at *Lily's Lodge* at their own risk.

10.2 *Lily's Lodge* is not liable for:

- i. Loss or theft of personal belongings
- ii. Damage to vehicles parked on the premises
- iii. Injury sustained on the property, except where caused by gross negligence

10.3 Guests are advised to ensure personal belongings are secured at all times.

11. Force Majeure

Lily's Lodge shall not be held liable for failure to perform its obligations due to circumstances beyond its reasonable control, including but not limited to natural disasters, power failures, government restrictions, or civil unrest.

12. Protection of Personal Information (POPIA)

12.1 *Lily's Lodge* processes personal information in accordance with South African data protection laws.

12.2 By making a booking, guests consent to the collection and processing of their personal information for reservation and operational purposes.

12.3 Please refer to our Privacy Policy for further details.

13. Right of Admission Reserved

Lily's Lodge reserves the right of admission and may refuse accommodation or terminate a stay if a guest breaches these Terms & Conditions.

14. Governing Law

These Terms & Conditions are governed by the laws of the Republic of South Africa.

15. Guest Indemnity

15.1 All guests enter and use the premises of *Lily's Lodge* entirely at their own risk.

15.2 *Lily's Lodge*, its owners, management, employees, and agents shall not be liable for any loss, damage, injury, death, or expense of any nature whatsoever suffered by any guest or visitor, whether to person or property, arising directly or indirectly from:

- i. The use of the premises or facilities
- ii. Any accident or incident occurring on the property
- iii. Theft or loss of personal belongings
- iv. Fire, power outages, water interruptions, or acts of nature
- v. Acts or omissions of other guests or third parties

15.3 Guests hereby indemnify and hold harmless *Lily's Lodge*, its owners, employees, and agents from any claims, damages, losses, or costs arising from:

- i. Injury or damage caused by the guest or their visitors
- ii. Breach of these Terms & Conditions
- iii. Any negligent or unlawful act by the guest

15.4 This indemnity shall apply except in cases where loss or injury is caused by the gross negligence or wilful misconduct of *Lily's Lodge*.

15.5 Where a booking is made on behalf of multiple guests, the person making the booking accepts responsibility for ensuring that all members of the party comply with these Terms & Conditions