



Thank you for choosing S Ives Lodge as your destination of choice, we look forward to hosting you!

Please complete the reservation booking form below and return it to reservations@stives.co.za so that we can process your booking.

DETAILS OF THE PERSON RESPONSIBLE FOR THE ACCOUNT:

Surname:	
First Name:	
Contact Tel & Mobile:	
Contact Email Address:	

LODGE ACCOMMODATION DETAILS:

Guests full names and ID Number:	GUEST 1:				
	GUEST 2:				
	GUEST 3:				
	GUEST 4:				
Preferred Room: please tick block	Standard	Luxury	Suite 1 (4pax)	Silo 2 (4pax)	Silo 1(4 pax)
Arrival Date:			Departure Date:		
Number of Adults:			Number & ages of children:		
Bed (King Size OR 2 Single beds)					
If attending a wedding, please list the name of the bride & groom as well as the wedding date					
Any special requirements or occasion (e.g. meal restrictions, honeymooners etc)					
Arrival details – method of arrival and estimated time of arrival: (check-in 2pm)					
Please note that the Reception closes at 17h00 after which the security at the Main Gate to the Estate will have the Check in Pack (provided your booking has been paid in full)					



TERMS AND CONDITIONS

Thank you for your inquiry. We would love to have you come to stay with us at St Ives.

Thank you for returning your booking form. A 50% non-refundable deposit must be made within 48 hours of receiving your provisional booking. Payment in full is due 30 days prior to your stay. Should your arrival date be within 30 days 100% payment is required. Please send the proof of payment to reservations@stives.co.za using your Reservation Number as your reference. This quote is valid for 48 hours and will automatically be deleted should we not receive the required deposit as confirmation of your reservation.

CHECK-IN TIME

CHECK IN IS FROM 14H00-17H00 AND CHECK-OUT TIME IS AT 10H00, LATE DEPARTURES WILL BE CHARGED A R500 LATE CHECK OUT FEE. If for some reason you can't check in within those hours, please contact the lodge manageress directly at least 12 hours in advance to organize a special check-in times.

BOMA OPENING HOURS

Tuesdays 16H00-20H00 | Wednesday too Saturday 11H00 until 21H00 | Sundays 11H00 until 17H00 | Closed on Mondays

BREAKFAST

A complimentary breakfast will be available for in house guests between 8am-10am.

KEY CARDS

On check in, you will be issued a key card for your room. Please do not store this key card near any magnets or cell phones as it will deactivate. You will need to insert this key card into your energy saver slot with the blue flashing light to activate the rooms electrical plug points and lights. Please do not forget to bring this key card out the room with you as the door will automatically lock upon being closed. Please bring your room key to the reception desk on your departure. Key Cards not returned to the reception will be charged for at R 70

ROOM - THEFT AND BREAKAGES

Upon check-in you will be asked for a copy of the back and front of your VISA or MASTERCARD and a picture ID. This document is destroyed once Housekeeping has checked your room for any damages, missing items or breakages any items damaged or removed from the rooms will be charged for at the replacement value plus the cost of obtaining the item, at the discretion of St Ives management. Any surplus damage will be invoiced to you at the replacement cost. (For a price list of Items in our rooms please ask reception for a copy) Please note that all breakages need to be reported directly to the reception desk and that any items removed from the suites without permission will be invoiced to you for immediate payment at the replacement value of the item. Do not leave your keys in the room and do not give them to the housekeeping. You will be liable for any theft from the suites or damage to items in the suite up until you have check out and returned the room key to the reception.

St Ives will not be held responsible for items left on the property by guests, nor will we be responsible for posting such items to the guest. You will need to pay a courier company to collect such items during our reception operating hours and return them to you at your own expense.

SMOKING

No smoking is permitted in the suites. Ashtrays are provided on the veranda. A R 500 fine will be levied if guests are found to be smoking in the lodge rooms.

EXTRA GUESTS

Should Guests be found to be exceeding the maximum amount of people permitted to stay in the room, the main account holder will be billed at a rate of an additional equivalent room.

CLEAN UP

Please leave the suite in the same way in which it was found. Leaving a suite in a disrespectful and dirty state will result in a R 500 clean up fee being levied.

NOISE LEVELS

Please note that the lodge is a strictly NO Noise Area from 21h00. any guests not complying to this policy will be asked to leave the property without reimbursement.

WHAT WILL BE AVAILABLE IN YOUR SUITE

- ✓ King Size Beds or Single Twins with 2 pillows per guest and white linen
- ✓ Extra blankets are available
- ✓ Gowns
- ✓ Bath Towels
- ✓ Coat hangers
- ✓ Luggage Rack
- ✓ Hair Dryer
- ✓ Dressing Table/desk
- ✓ Make up Mirror
- ✓ Shampoo & Conditioner, Body wash & Hand Wash
- ✓ Kitchenette with a Small Fridge, Microwave, Toaster, Kettle and Tea/Coffee Station
- ✓ Cutlery, Crockery and glassware
- ✓ Hot/Cold air conditioner with Remote
- ✓ Flat screen with selected DSTV channels- See the guest book in the suite for details
- ✓ Fire place,
- ✓ Patio table and chairs with ashtray

SWIMMING POOL AND BRAAI AREA

The swimming pool is available for in-house guests between 08h00-21h00, and is used at your own risk. Please ensure children and supervised at all times. The braai area is available for use between 08h00-21h00.

LAPAS AND BRAAIS



Lapas need to be reserved at reception prior to or on check in and are subject to availability. Lapas may be utilised between 09h00-17h00 and must be left in a clean and tidy state. Please use the dustbins provided and remember there are wild animals living on the estate. Don't pollute their home. No lit fires to be left unattended.

FISHING

In house guests are permitted to fish free of charge in any of our 3 dams should you have your own rod. All fishing is strictly Catch and release only. Please bring your own fishing rod and equipment.

WALKING TRAILS

We have a trail run/walk (3.5km or 5km) every Tuesday that departs from the Boma at 16H45, please inquire at Reception for more information.

PARKING AND SPEED LIMIT

Safe and secure parking is available under covered shade cloth, the estate is patrolled by 24 hour security.

NO parking on the Grass under any circumstances, designated parking areas are provided.

The Maximum speed limit is 20 km/hour. Please do not exceed this speed limit under and circumstances.

ALCOHOL

No alcohol may be brought on site. St Ives is a licensed establishment. Alcohol can be purchased from the reception or BOMA restaurant.

CANCELLATION POLICY

Failure of guests to arrive, or cancellations made 30 days or less prior to the agreed arrival date forfeit 100% of the deposit and will be liable to pay the full invoice value. Please note that should you wish to cancel your booking the cancellation needs to take place more than 30 days prior to your arrival and in doing so you will receive your deposit refunded back to you.

Please also note that no refunds will be made should your stay be shortened for any given reason.

POSTPONMENT

No postponements of stays will be accepted within 30 days of the arrival date.

CHILD POLICY

Children < 4 years of age can stay free of charge provided that no bed/cot/towels or extra linen is required.

Children >4 years of age comprise the maximum number of people in the room.

Children > 4 years of age but under 10 years of age who share a bed with 2 adults will be charged a supplementary rate of R 150 per night.

STRETCHER

Stretcher beds can be booked in some of the 4 sleeper units and are subject to availability. Stretchers beds are charged for at an additional cost of R 600 per night for one person <18 or 2 people whose combine ages do not exceed 18 years of age.

PET POLICY

Strictly No pets allowed at all.

TERMS OF PAYMENT

- A 50% deposit is required to confirm this reservation within 48 hours after receiving the provisional booking, thereafter the reservation will automatically be deleted off the system
- Payment in full is required 30 days prior to the arrival date. Please use your Reservation Number and surname as a reference and send your proof of payment to reservations@stives.co.za. Your reservation can only be confirmed once we have received all necessary payments and signed documentation as specified on your initial quotation;
- Your reservation will automatically be cancelled if the Deposit has not been received by the Due Date.
- Payment can be made by credit card or electronic bank transfer. No cash payments or cheques will be accepted; Any bank fees will be charged to your account.

Receipt of your deposit confirms that you have read the above and accepted the terms and conditions of taking up this booking. Please don't hesitate to contact us if you have any further queries.

St Ives management reserved the all rights of admission. Should you not comply with and of the above terms and conditions you will be asked to leave the premises.

Banking Details:			
Bank:	FNB - HOWICK	Acc. Name:	St Ives Hotel & Restaurant
Branch:	220725	Acc. No.:	62473033654
Account Type:	Cheque	Swift Code:	

Kindly ensure that your contact details and Reservation Number must appear on the deposit slip and please email it to reservations@stives.co.za

OR

Pay with Zapper



By signing this agreement, you have read the terms and conditions and agree to comply with them during your stay at the Lodge.
St Ives management reserved the all rights of admission. Should you not comply with and of the above terms and conditions you will be asked to leave the premises.

Signature: _____

Date: _____