



## *Terms & Conditions*

### *Membership*

- Members have access to the lowest rates available at each of our properties within the given booking window. This rate is lower than the Special Covid Rates for South African residents which we are phasing out. For this reason, rates are strictly confidential and may not be disclosed at any time.
- Membership is for South African residents only and by invitation only.
- Commencement of membership begins on the day the sign-up payment is made and is valid for two years.
- Bed nights are unlimited and subject to availability.
- The rates are only available to paid up members and are not transferable to family or friends.
- Bed nights may not be used commercially. They may not be sold, transferred or exchanged in any form.
- Further special offers may be sent out from time to time on accommodation and other special interests.

### *Payment Terms*

- Bookings will be held for a maximum of 7 days on a provisional basis after which payment is required to continue holding the space.
- 100% of the accommodation value is due on confirmation of your booking.

### *Cancellation Terms*

- 25% cancellation fee for bookings cancelling up to 30 days prior to arrival
- 100% of accommodation if cancelled less than 30 days prior to arrival
- 100% of accommodation and pre-booked transfers for any 'no shows'
- Any refunds are nett of bank charges

Please note that a change of date, a change of name or a reduction in the number of rooms or nights of a confirmed reservation constitutes a cancellation and cancellation fees apply.

Bookings will be confirmed upon receipt of payment. Should we not receive payment the booking may be released at any stage.



### *Check-in / Check-out Times*

- Check in: 2pm
- Check out: 11am

To guarantee early arrival / late departure an additional night will need to be booked.

### *Minimum Stay*

Please note that during peak and festive seasons we operate a dynamic minimum night stay policy whereby we will seek to accommodate any length of stay provided that the booking does not create an unsellable night.

### *Private Residence*

The Royal Members Club rates do not apply to Private Residences.

### *Child Policy*

Children under 10 are welcome at The Silo, in the Vineyard Suites at La Residence and in the Royal Suites, at Africa House and at the Farmhouse at Royal Malewane.

Children aged 10 and over are welcome at all the Royal Portfolio properties.

### *Code of Conduct*

By accepting these terms and conditions you agree to comply with The Royal Portfolio's Code of Conduct and Discrimination policy which are detailed [here](#).

### *Indemnity*

- All persons entering The Royal Portfolio (TRP) properties ("the Properties") and/or using any facilities and/or participating in activities on the Properties do so entirely at their own risk. TRP, its officers, employees, agents, representatives, subsidiaries, affiliates, controlling or holding companies and insurers, past and present will not be liable or responsible for any personal injury, harm, death, loss of support or any other damages of any nature whatsoever, whether arising from negligence or any other cause whatsoever.
- Without derogating from the generality of the foregoing, parents and guardians who enter the Premises do so on the basis that they assist any child accompanying them, in contracting as aforesaid and, undertake to indemnify, hold harmless and absolve TRP from any and all claims whatsoever that may arise in connection with any personal injury, harm, death, loss of support or damages of any nature whatsoever, whether arising from negligence or any other cause whatsoever, suffered by any such child.



- To the extent permitted by applicable law, TRP will not be liable to the guest or any third party for any indirect damages (including consequential, extrinsic, special or incidental loss or damages which will include but not be limited to loss of property or loss of profit, business, goodwill, revenue or anticipated savings), or aggravated damages.
- The guest will indemnify, defend, and hold TRP harmless from any and all damages claimed by any third party against TRP relating to or arising from the booking or the provision of the services.

### *Personal Information*

- In this clause, the terms "personal information", "processing", "data subject", "processing" and "personal data" will have the meanings assigned to them in as defined in applicable law, including the Protection of Personal Information Act, 4 of 2013 and the General Data Protection Regulation (EU) 2016/679.
- Notwithstanding anything to the contrary, TRP's processing, collection, use, sharing and handling of personal information is described in [TRP's Privacy Policy](#).
- By making use of our services, you expressly agree that TRP may collect, use and share your personal information that you have provided in accordance with applicable law and in a manner consistent with allowing use of our services.