



TERMS & CONDITIONS

1. The rate indicated on the reservation applies per suite. The maximum occupancy per suite is 2 adults. No children under 18 years of age are allowed. We regret NO PETS are allowed. Secure on-site parking is free for the duration of your stay.
2. Refunds are not given for late arrivals or early departures.
3. The Management of Eden View Boutique Hotel / Shangri-La Manor reserve the right to re-sell bookings that are not taken by 19:00 PM on the check in date.
4. The rate is inclusive of the responsible usage of the entire suite inventory including towels, all bed linen, furniture, television, satellite decoder and DVD/CD player. Swimming/beach towels can be requested from reception.
5. A complimentary daily suite cleaning service will be provided between 10:00AM and 15:00PM.
6. Free Wi-Fi is available throughout the manor. The Wi-Fi password is prominently displayed.
7. The gym/fitness centre is available for use to all guests free of charge as from 5AM to 11PM.
8. Guests can enjoy the in-house movie theatre free of charge and may borrow DVD's from the DVD library in the movie theatre to watch in their private suites.
9. Content of mini-bar fridge billed separately and will be billed daily.
10. All damages are for the cost of the guest and will be billed and payable upon your departure.
11. We may revise these Terms & Conditions in whole, or in part, at any time and you agree that you have read our updated Terms of Service and that your use of our services and facilities are subject to same.

DEPOSIT & PAYMENTS

12. A deposit of 50% of the total cost of your booking will be due and payable within 48 hours to confirm your reservation. The balance of the cost of your accommodation will be due and payable on the day of your arrival. For same day reservations the full amount is due and payable on arrival.

BANKING DETAILS:	NEDBANK (Current Account)
ACCOUNT NO:	1184 527 164
BRANCH & BRANCH CODE:	GEORGE (10-91-14)
INT SWIFT CODE:	NEDSZAJJ
PAYMENT REFERENCE:	RESERVATION NUMBER

13. Please email EFT proof of payment to bookings@edenview.co.za
14. Payment can be made in Cash, via Credit Card or EFT only. No cheque payments will be accepted. Credit Card payments can also be processed by the guest via Paybridge secure online payments.
15. Although Eden View Boutique Hotel / Shangri-La Manor take all possible precautions to prevent fraudulent credit / debit card transactions, the owners, Management and Staff cannot be held accountable for any such activities including transactions performed online or through any of our booking portals or swiped in person at our facilities. It is the duty of a credit card holder to report a stolen card and block same immediately to prevent fraud and would further receive a notification of any transaction immediately upon same being processed to report it as fraud. Failure by a credit card holder to report unknown transactions in a timely fashion may cause Eden View Boutique Hotel / Shangri-La Manor undue financial losses and therefore such will not be refundable.
16. Any and all communications, transactions payments and engagements with Third-Party Service Providers and online merchant providers, are exclusively between the Customer and the relevant Third-Party Service Provider / Online Merchant Provider and not Eden View Boutique Hotel / Shangri-La Manor. We are not liable for the foregoing matters and the consequences resulting from them.



101 Platrug Road, Hoekwil, Wilderness, Western Cape, South Africa

Reception: +27-44-873-4028 • Mobile: +27-72-431-8975 • Bookings Office: +27-87-806-5497

Eden View Boutique Hotel - Web: www.edenview.co.za • E-mail: bookings@edenview.co.za

Shangri-La Manor Private Venue & Restaurant - Web: www.shangrilamanor.co.za • E-mail: bookings@shangrilamanor.co.za

Eden View Boutique Hotel (Pty) Ltd • Reg. No: 2019 / 001812 / 07 • Directors: T. Kleingold, M. Kleingold & J. Kleingold

Eden View Boutique Hotel (Pty) Ltd Proudly Owns & Operates the Shangri-La Manor Private Function Venue & Restaurant



CANCELLATION POLICY:

17. The following cancellation fees apply regardless of the reason for cancellation. Notice of Cancellation must be in writing.
- If the guest cancels less than 30 days before the stay date: 50% of the Deposit is refundable.
 - If the guest cancels less than 14 days before the stay date: 0% of the Deposit is refundable.
 - In the event of a no-show up to 100% of the total cost of the stay can be charged at managements discretion.
 - Admin charges of 10% will be deducted from any amount reimbursed).

PRIVACY POLICY:

18. Eden View Boutique Hotel / Shangri-La Manor is committed to protecting and respecting the privacy of our guests private and personal information. We will never sell, trade or otherwise pass on any of your personal information to third parties, except if required to do so by law.

DIRECTIONS TO EDENVIEW BOUTIQUE HOTEL / SHANGRILA MANOR - 15 PLATRUG ROAD HOEKWIL

FROM CAPE TOWN OR GEORGE / GEORGE AIRPORT.

- Take the N2 in the direction of Wilderness.
- Travel towards Wilderness where you will pass the Wilderness Milkwood Village on your LEFT.
- Continue straight on the N2 in the direction of Sedgfield until you find the signposted HOEKWIL turnoff on your LEFT.
- Take the Hoekwil road and travel up the Hoekwil pass into Hoekwil.
- Turn RIGHT into Duiwerivier Street and travel straight till you reach a stop street at the intersection of Kerk Street.
- On your LEFT will be a small Deli / Coffee Shop called the Hoekwil Country Cafe.
- Turn RIGHT into Kerk Street and continue along Kerk Street until you reach a junction.
- At the junction turn LEFT into Platrug Road - this is a very safe gravel road. The roads from hereon out are untarred as you are entering a nature conservation area.
- After a very short distance turn RIGHT following Platrug Road (this is also an untarred / gravel road).
- Continue down Platrug Road passing number 105 on your LEFT.
- Keep travelling slowly down the road and within a short distance of gravel / untarred road, the road will become paved.
- Follow the paved road downhill to the very end where you will reach the wooden gates of Eden View Boutique Hotel / Shangri-La Manor.
- Stop and on your LEFT you will see a gate controlled keypad button to press for assistance and entry.
- When the gates open turn RIGHT and follow the pathway down to the parking area. You are welcome to park in any of the open parking bays.
- If lost or GPS is not aligning then please request locals to direct you to the Hoekwil Country Cafe. Wait there and dial the contact numbers at the bottom of the page for directions from Kerk Street to Platrug Road to Eden View Boutique Hotel / Shangri-La Manor (a 2 kilometre distance).

THANK YOU FOR YOUR BOOKING - WE LOOK FORWARD TO HAVING YOU!



101 Platrug Road, Hoekwil, Wilderness, Western Cape, South Africa

Reception: +27-44-873-4028 • Mobile: +27-72-431-8975 • Bookings Office: +27-87-806-5497

Eden View Boutique Hotel - Web: www.edenview.co.za • E-mail: bookings@edenview.co.za

Shangri-La Manor Private Venue & Restaurant - Web: www.shangrilamanor.co.za • E-mail: bookings@shangrilamanor.co.za

Eden View Boutique Hotel (Pty) Ltd • Reg. No: 2019 / 001812 / 07 • Directors: T. Kleingold, M. Kleingold & J. Kleingold

Eden View Boutique Hotel (Pty) Ltd Proudly Owns & Operates the Shangri-La Manor Private Function Venue & Restaurant