

Terms and Conditions of Residence and Booking

The guest, by signing this booking form, warrants that he/she is duly authorized to sign and bind his principal as well as each member of his accompanying party to these terms and conditions of residence and failing such authority, he agrees to be personally liable for all amounts arising from his residence as well as the residence of any member of this accompanying party.

Cancellation or booking amendment policy: No refund

Rates are quoted per apartment per night or per month in South African Rand (ZAR) and are exclusive of VAT.

Check in time is 14h00. Early arrivals must be cleared with reservations beforehand.

On arrival guests are required to pay R1000 for key deposit (Management can use this amount but is not limited to damages caused)

Our office hours are from 8am to 4pm (Monday to Friday) and 8am to 2pm (Saturday and Sunday)

All guests arriving during office hours must present the following:

- *Proof of ID
- *Credit card used to confirm and pay for the reservation
- *Proof of ID presented must match the name in which the booking was made
- * Reservation holder must be present on arrival as apartment keys will only be given to this individual.

All guests arriving after office hours will be checked in by security.

In order to receive keys guest must provide proof of ID

Proof of ID presented must match the name in which the booking was made

Reservation holder must be present on arrival as apartment keys will only be given to this individual.

All guests arriving after office hours are required to make their way to the office on the following morning to present the credit card that was used to confirm and pay for the reservation.

Check out time on day of departure is 10h00 am, if not vacated by this time (10am a charge of R700 per hour will be charged against guest credit card or deducted from the key deposit. The guest undertakes to deliver the keys to reception.

If the guest checks out early before office hours the apartment keys are to be handed over to security at the gate, key deposit refunds will only be processed once apartment has been inspected and keys received.

Key deposit will be returned once apartment has been inspected and apartment keys have been returned to reception.

The Epic reserves the right to amend the rates at any time without notice.

Credit cards accepted are Visa, MasterCard and American Express.

A 50% deposit is required to confirm a reservation. Payment must be made in full prior to arrival.

Any extension of stay will be strictly subject to availability at the time of request. Guests are advised to notify us as early as possible of any intended extension period. The same room may not be available.

Guests will be responsible for any losses, damage and breakages to the apartment and the inventory of furnishings and the cost thereof will be debited from the guest's credit card or refundable rental deposit.

Smoking is not permitted in the apartments and will be subject to a fine of R1000 per occurrence. Smoking is permitted on the balcony of the apartment.

Guests are advised to check the inventory against the list placed in the apartment within 24 hours of arrival. In the event that an inventory check is not completed upon arrival, guests will be deemed to have accepted the apartment and inventory list as being complete and in good and working condition.

The rental rates include housekeeping, limited ironing (2 items per day), electricity, DSTV (satellite television), 24 hour security and parking. The cost of any additional services will be charged against the guest's credit card or deposit (as applicable) unless alternative settlement arrangements are made prior to departure.

The guest, by signing this booking form, hereby adheres to the rules of the Epic Body Corporate and Epic Apartments reserves the right of admission in this regard.

No animals of any sorts or any pets, including dogs, cats and birds are allowed in the scheme.

No animals or pets may be brought onto the scheme by any visitors

Maximum of 4 people in a 2 bedroom apartment.

Any additional person above the apartment limit will be required to a fine of R2000 per person per night

The owner, its agents and/or employees is not liable for:

Any loss or damage to the property or possessions of any guest, resident or visitor, whether such damage was caused by fire, theft or otherwise, or by negligence or the wrongful act, or omission, of the owner, its agents and/or employee;

The death of or any personal injuries of whatsoever nature sustained by a guest, resident, or visitor, whether such death or injuries were sustained by the negligence or the wrongful act, or omission, of the owner, its agents and/or employee and/or the defective functioning of any apparatus.

All persons entering the premises do so entirely at their own risk.

Insignia shall not be liable for any loss or damage, howsoever occurring, to the parties' person or property, despite the fact that the parties are aware of the protection which the law affords them and their dependants in relation to injuries or loss suffered in these circumstances.

The parties hereby waive, on their own behalf and on the half of their dependents and those whom they legally represent, any claim which may have arising out of injury, loss or damage occurring to themselves or their property whilst on the property.

Gym access from 6am to 8pm. Use of gym at own risk.

No children under the age of 18 are allowed to use the gym unless accompanied by and adult

No children are allowed by the pool area unless accompanied by and adult

Please lock all valuables away in the safe provided in the apartment. We cannot be held accountable for any losses.

Parking in the wrong bay not allocated to your apartment- R200 Fine per occurrence..

Bed linen is changed once a week (Thursday). If you require it to be changed more often the extra cost will be R200 per a change-over.

Please hang Clean Room sign outside on the door handle before 12pm, if you would like your room cleaned that day.

Apartments are serviced 7 day a week

No laundry permitted on balconies

NOISE

Radios, cd/dvd players, televisions, home hi-fi system equipment, musical instruments and other sound producing devices including human voices shall not be played or used in such a manner as to interfere with any residents enjoyment of his section or of the common property at any time.

Silence must be maintained between 21h00 and 08h00 weekdays and between 21h00 and 08h00 on weekends and public holidays.

All vehicles entering the common property must reduce their radio volume level so as not to disturb the residents. Automobile hooters and alarms shall not be sounded on the common property at any time by a resident / any member of his family / his visitors / his employees / their children.

When having visitors the occupant is responsible for the behaviour of his or her guests, if noise levels disturb other residents visitors will be immediately removed from the property

Failure to adhere to the noise rules will result in the immediate removal of the occupant from Insignia Property

I have read and agree to the terms and conditions.