

Please note: Our rates exclude VAT which will be charged at the current rate.

Astor House Terms and Conditions

Check in time is between 14H00 and 19H00. Late check-in should be arranged prior to arrival date. Late arrivals who have not prearranged their late arrival with Astor House will be liable for a surcharge.

Check-out time is no later than 11am on the day of departure.

A 50% deposit is required to secure a reservation. The balance is payable on arrival. Reservations are not confirmed until the deposit has been received by Astor House Bed & Breakfast or unless done by prior arrangement for previous guests.

Confirmation of reservation:

Our Terms & Conditions are deemed to have been accepted by the Guest on receipt by Astor House Bed and Breakfast. We accept all major credit cards, electronic funds transfers and travellers cheques.

Cancellation policy:

In order to avoid any misunderstanding, cancellations should be made in writing and either emailed to info@astotrhouse.co.za or faxed to Astor House on 088 031 564 0954. Please contact Astor House to ensure that your cancellation advice has been received by Astor House Management.

Astor House will seek full payment on any reservation for which the Guest fails to arrive. This includes any cancellation which is made 48 hours or less prior to arrival date. Any reservation cancelled less than 3 days prior to arrival will be required to pay 100% of the invoice remitted.

Cancellation between 3 - 14 days, 75% of Remitted Invoice
Cancellation between 14 - 21 days, 50% of Remitted Invoice
Cancellation between 21 - 28 days, 25% of Remitted Invoice

Room occupancy is only permitted to those persons or organisation in whose name the reservation was made. Where it may be possible to accommodate an extra person in the same room, an additional charge will become payable. The final decision regarding the accommodation of additional persons in the same room rests with Astor House Management.