

Oaklands Guest Lodge – Terms & Conditions

Effective Date: August 2026

These Terms and Conditions apply to all bookings and stays at **Oaklands Guest Lodge**, situated at **36 Oaklands Drive, Verulam, Durban**. By making a booking, checking in, or occupying a room, the guest agrees to comply with these Terms and Conditions.

1. Bookings

All bookings are subject to room availability and confirmation by Oaklands Guest Lodge.

Guests must provide accurate information when making a booking, including their full name, contact details, number of guests and any other information reasonably required to process the reservation.

A booking is only considered confirmed once it has been accepted by Oaklands Guest Lodge and any required payment or deposit has been received.

The person making the booking is responsible for ensuring that all guests included in the booking are aware of and comply with these Terms and Conditions.

2. Identification

Valid identification may be required upon check-in.

Oaklands Guest Lodge reserves the right to refuse check-in where a guest is unable to provide satisfactory identification when reasonably requested.

3. Booking Periods

Oaklands Guest Lodge offers different accommodation options, which may include:

- Hourly bookings
- Day bookings
- Night bookings
- 24-hour bookings
- Corporate accommodation

The applicable check-in and check-out times will be confirmed at the time of booking.

Guests must vacate the room by the agreed check-out time unless an extension has been approved by Oaklands Guest Lodge.

Extensions are subject to availability and may result in additional charges.

4. Rates, Payments and PayFast

Accommodation rates are those displayed or quoted at the time the booking is made and may vary depending on room type, booking duration, season, peak periods and available facilities.

Unless otherwise stated, guests are responsible for settling the full amount due for their accommodation in accordance with the payment terms communicated at the time of booking.

Online payments made through the Oaklands Guest Lodge website may be processed securely through **PayFast**, an independent third-party payment gateway.

When making an online payment, guests may be redirected to or interact with PayFast's secure payment environment. Payment information submitted through PayFast is processed in accordance with PayFast's applicable terms, security procedures and privacy practices.

Oaklands Guest Lodge does not directly control the processing systems operated by PayFast and cannot guarantee the continuous availability of the PayFast service.

A booking requiring advance payment will only be regarded as paid once Oaklands Guest Lodge receives successful payment confirmation.

If a payment is declined, cancelled, reversed, unsuccessful or cannot be verified, the booking may remain unconfirmed until valid payment has been received.

Guests are responsible for ensuring that the information supplied when making payment is accurate and that they are authorised to use the selected payment method.

Oaklands Guest Lodge reserves the right to change its rates for future bookings without prior notice. A rate change will not affect a confirmed booking unless agreed with the guest or otherwise permitted by law.

5. Cancellations and Refunds

Cancellation and refund eligibility will depend on the booking conditions communicated to the guest when the reservation is made.

Guests should notify Oaklands Guest Lodge as soon as possible if they need to cancel or change a reservation.

Where a cancellation fee applies, it will be dealt with in accordance with the applicable booking terms and South African consumer protection requirements.

Where an eligible refund relates to a payment originally processed through PayFast, the refund may be processed through PayFast or another appropriate payment method.

Processing times for approved refunds may depend on PayFast, the guest's bank, card issuer or other financial institution and may therefore not reflect immediately.

6. No-Shows

A guest who fails to arrive for a confirmed booking without cancelling may be regarded as a no-show.

Any refund or amount payable following a no-show will be determined according to the applicable booking conditions and relevant consumer protection requirements.

7. Number of Guests

Only the number of guests declared and permitted for the booked room may occupy the accommodation.

Room occupancy limits must be observed for safety, security and operational reasons.

Additional or undeclared guests may be refused entry or may result in an additional accommodation charge where additional occupancy is permitted.

8. Visitors

Visitors must comply with Oaklands Guest Lodge's security and access requirements.

Guests are responsible for the conduct of any visitors they invite onto the property.

Management may restrict or refuse visitors where reasonably necessary for security, safety, privacy, occupancy or operational reasons.

Visitors may not remain overnight unless they have been declared and approved as part of the accommodation booking.

9. Guest Conduct

Guests are expected to behave respectfully and must not cause unreasonable disturbance, excessive noise, harassment, intimidation, damage or inconvenience to other guests, staff, neighbours or members of the public.

Oaklands Guest Lodge may require a guest or visitor to leave the premises where their behaviour poses a safety or security risk, seriously disrupts other guests, damages property, involves unlawful activity, or materially breaches these Terms and Conditions.

No refund will necessarily be due where accommodation is terminated because of serious misconduct by the guest, subject to applicable law.

10. Noise

Guests must keep noise at a reasonable level at all times.

Loud music, shouting, disruptive gatherings and other excessive noise that may disturb other guests or neighbouring properties are not permitted.

11. Parties and Events

Rooms are provided for accommodation purposes unless prior written approval has been obtained for another use.

Parties, large gatherings, functions or events may not be held in rooms or elsewhere on the property without prior permission from management.

12. Smoking

Smoking is only permitted in designated areas where provided.

Guests must comply with all smoking restrictions applicable to rooms and indoor areas.

Where smoking in a prohibited area causes additional cleaning, deodorising or repair costs, the responsible guest may be charged the reasonable cost incurred.

13. Alcohol and Illegal Substances

Guests who consume alcohol must do so responsibly and in accordance with South African law.

Illegal drugs, unlawful substances and unlawful activities are strictly prohibited on the premises.

Oaklands Guest Lodge may contact the appropriate authorities where reasonably necessary.

14. Damage to Property

Guests are responsible for taking reasonable care of the room, furniture, linen, appliances, fixtures and other lodge property made available to them.

Guests may be held responsible for the reasonable cost of repairing or replacing property that is deliberately damaged, stolen or damaged through negligence or misuse by the guest or their visitors.

Normal wear and tear will not be charged to the guest.

Any damage should be reported to management as soon as possible.

15. Lost or Missing Items

Guests should check their room carefully before departure.

Items left behind may be retained for a reasonable period where practicable.

Guests are responsible for any courier or delivery charges associated with returning lost property.

Unclaimed items may eventually be disposed of or donated where legally permissible.

16. Personal Belongings

Guests are responsible for taking reasonable precautions to protect their personal belongings.

Oaklands Guest Lodge will exercise reasonable care in providing accommodation and security but cannot guarantee that loss, theft or damage will never occur.

Nothing in these Terms and Conditions excludes or limits any liability that cannot lawfully be excluded or limited under South African law.

17. Vehicles and Parking

Where parking is provided, guests must park responsibly and follow any instructions provided by management or security personnel.

Guests should ensure that vehicles are locked and valuables are not left visibly unattended.

Oaklands Guest Lodge is not responsible for vehicle loss or damage except to the extent that liability arises under applicable law.

18. Children and Minors

Children and minors must be appropriately supervised by a responsible adult.

The adult responsible for the booking remains responsible for the behaviour and safety of minors accompanying them while on the premises.

Bookings involving unaccompanied minors may be refused.

19. Pets

Pets are strictly not allowed at Oaklands Guest Lodge.

Guests may not bring pets or animals into guest rooms or onto the lodge premises.

Guests who arrive with a pet may be refused accommodation. If a pet is brought onto the premises during a stay, management may require the pet to be removed immediately and may take appropriate action in accordance with these Terms and Conditions and applicable law.

Guests may be held responsible for any reasonable cleaning, repair or damage costs caused by an unauthorised animal.

Nothing in this clause is intended to override any rights or obligations relating to legally recognised assistance animals under applicable South African law.

20. Room Facilities

Guests must use room facilities, electrical equipment, air conditioning, televisions, bathroom facilities and other amenities responsibly.

Equipment belonging to the lodge may not be removed from the room or property without permission.

Any faults or maintenance issues should be reported to management promptly.

21. Housekeeping

Oaklands Guest Lodge may access rooms when reasonably necessary for housekeeping, maintenance, safety, security or emergencies, while taking reasonable steps to respect guest privacy.

Guests should inform management if they require assistance with their room.

22. Security

Oaklands Guest Lodge maintains security measures for the protection of guests, staff and property.

Guests must comply with reasonable security procedures and must not provide unauthorised persons with access to rooms, keys, remotes, access codes or restricted areas.

23. Keys, Remotes and Access Devices

Any keys, remotes, access cards or other access devices provided to guests remain the property of Oaklands Guest Lodge.

These must be returned at check-out.

Guests may be charged the reasonable replacement or security-related cost resulting from lost or damaged access devices.

24. Right of Admission

Oaklands Guest Lodge reserves the right of admission, subject to applicable South African law.

Management may refuse accommodation or require a person to leave where there are reasonable grounds relating to safety, security, unlawful conduct, serious misconduct, capacity, non-payment or a material breach of these Terms and Conditions.

25. Health, Safety and Emergencies

Guests must follow reasonable health, safety, fire and emergency instructions provided by management or displayed on the premises.

Guests must not tamper with fire equipment, security systems or other safety equipment.

Any emergency, accident, hazard or security concern should be reported immediately.

26. Privacy and Personal Information

Oaklands Guest Lodge may collect and process personal information necessary to manage bookings, payments, guest communication, security and accommodation services.

Personal information will be handled in accordance with applicable South African privacy legislation, including the **Protection of Personal Information Act (POPIA)**.

Where PayFast is used to process a payment, certain information necessary to complete the transaction may be provided directly to or processed by PayFast in accordance with its own privacy and security practices.

Guest information will not be used or disclosed unlawfully.

27. Photography and Privacy

Guests must respect the privacy of other guests and staff.

Photography, video recording or other activities that unreasonably interfere with another person's privacy are prohibited.

Commercial photography or filming on the property requires prior approval from management.

28. Website and Online Bookings

Guests making reservations through the Oaklands Guest Lodge website or an authorised booking platform are responsible for checking all booking details before confirming their reservation.

Where online payment is required, the guest may be directed to PayFast to complete the transaction securely.

Submission of a booking request does not necessarily guarantee accommodation until the booking has been confirmed and, where applicable, successful payment has been received.

Where a third-party booking or payment platform is used, additional terms and conditions imposed by that provider may also apply.

29. Circumstances Beyond Our Control

Oaklands Guest Lodge will take reasonable steps to provide confirmed accommodation.

However, circumstances outside the lodge's reasonable control may occasionally affect the availability of facilities or services, including power failures, water interruptions, severe weather, telecommunications failures, payment-processing interruptions or other unforeseen events.

Where this occurs, Oaklands Guest Lodge will take reasonable steps to minimise disruption and comply with its obligations under applicable law.

30. Complaints

Guests are encouraged to raise any concern or complaint with management as soon as possible so that Oaklands Guest Lodge has an opportunity to address the matter during the stay.

Complaints should include sufficient information for the matter to be investigated appropriately.

31. Changes to These Terms

Oaklands Guest Lodge may update these Terms and Conditions from time to time.

The terms applicable to a booking will generally be those communicated or made available when the booking is confirmed, subject to changes required by law or agreed with the guest.

32. Applicable Law

These Terms and Conditions are governed by the laws of the **Republic of South Africa**.

Nothing contained in these Terms and Conditions is intended to remove, restrict or waive any rights that a guest may have under applicable South African consumer protection legislation.

Contact Information

Oaklands Guest Lodge

36 Oaklands Drive
Verulam, Durban
KwaZulu-Natal, South Africa

Telephone: 032 533 9715

Mobile / WhatsApp: 082 775 2281

Website: www.oaklandsguestlodge.co.za

By confirming a booking or checking into Oaklands Guest Lodge, the guest acknowledges that they have been given an opportunity to review and accept the applicable booking and accommodation terms.