



GUEST HOUSE BOOKING FORM

RESERVATION & GUEST REGISTRATION RECORD

EXECUTIVE & CORPORATE ACCOMMODATION

QUICK REFERENCE

GUEST FULL NAME

BOOKING REFERENCE

ARRIVAL DATE

COMPANY

Maldev Properties

RESERVATIONS EMAIL

reservations@maldev.co.za

RESERVATIONS NUMBER

076 168 9513

This form constitutes the official reservation record between Maldev Properties and the Guest named herein. Please complete all sections in full and legibly. This document may be completed digitally or printed for manual completion. By signing this form, the Guest agrees to be bound by the terms and conditions set out in Section 5.

01 BOOKING DETAILS

BOOKING REFERENCE

DATE OF BOOKING

PURPOSE OF STAY

ARRIVAL DATE

DEPARTURE DATE

CHECK-IN TIME

CHECK-OUT TIME

NUMBER OF NIGHTS

EXPECTED ARRIVAL TIME

EXPECTED DEPARTURE TIME

02 GUEST DETAILS

FULL NAME

ID / PASSPORT NUMBER

NATIONALITY

COMPANY NAME (IF APPLICABLE)

OCCUPATION

EMAIL ADDRESS

TELEPHONE NUMBER

ALTERNATIVE CONTACT NUMBER

RESIDENTIAL ADDRESS

EMERGENCY CONTACT

RELATIONSHIP

EMERGENCY CONTACT NUMBER

03 ACCOMMODATION DETAILS

PROPERTY SELECTED

ROOM TYPE

NUMBER OF GUESTS

ADULTS

CHILDREN

SPECIAL ACCOMMODATION REQUIREMENTS

ROOM PREFERENCE

☐ Smoking

☐ Non-
Smoking

PARKING REQUIRED

☐ Yes

☐ No

VEHICLE REGISTRATION

ACCESSIBILITY REQUIREMENTS

SPECIAL REQUESTS

04 PAYMENT INFORMATION

PAYMENT METHOD ☐ EFT ☐ Card ☐ Cash ☐ Other

DEPOSIT PAID

OUTSTANDING BALANCE

INVOICE REQUIRED ☐ Yes ☐ No

PROOF OF PAYMENT ATTACHED ☐ Yes ☐ No

COMPANY TO BE INVOICED

VAT NUMBER

BILLING ADDRESS

05 TERMS & CONDITIONS

By signing this Booking Form, the Guest acknowledges having read and understood the following terms, which govern the booking and the Guest's stay at the property.

5.1 Reservations. A booking is only confirmed once this form has been completed in full and accepted by Maldev Properties, and remains subject to availability until such confirmation is provided in writing.

5.2 Payments. All amounts due under this booking shall be paid in the manner and by the dates specified by Maldev Properties. The Guest remains liable for the full amount reflected as the Outstanding Balance in Section 4, irrespective of the payment method selected.

5.3 Deposits. A deposit, where required, must be received before a booking is regarded as guaranteed. Deposits are applied towards the total booking cost and do not constitute a separate or refundable holding fee, save as provided under the Cancellation Policy below.

5.4 Cancellation Policy. Cancellations must be made in writing to the Reservations email address recorded above. Cancellations received 7 (seven) or more days prior to the Arrival Date will be eligible for a full refund of the deposit paid. Cancellations received less than 7 (seven) days prior to the Arrival Date, or non-arrival without notice, will forfeit the deposit paid.

5.5 Refunds. Where a refund is due in terms of this Agreement, it shall be processed to the original method of payment within a reasonable period, and Maldev Properties shall not be liable for any delay caused by the Guest's bank or payment provider.

5.6 Check-in. Check-in shall take place from the time recorded in Section 1, subject to the room being ready for occupation. Early check-in is subject to availability and may be declined or subject to an additional charge.

5.7 Check-out. The Guest shall vacate the accommodation by the check-out time recorded in Section 1. Late check-out is subject to availability and prior approval and may incur an additional charge.

5.8 Damage to Property. The Guest shall be liable for the cost of repair or replacement of any damage caused to the property, furnishings, fittings or equipment by the Guest or any person accompanying the Guest, beyond fair wear and tear.

5.9 Loss of Keys. A replacement fee, as determined by Maldev Properties from time to time, shall be charged for any lost, damaged or unreturned keys, access cards, or remotes issued to the Guest.

5.10 Visitors. Visitors are permitted only with the prior knowledge of Maldev Properties and may not stay overnight unless separately recorded and, where applicable, paid for as additional guests.

5.11 Smoking Policy. Smoking is permitted only in designated outdoor areas or rooms marked as smoking accommodation. A cleaning surcharge will apply where smoking occurs in a non-smoking room.

5.12 Noise Policy. The Guest shall respect reasonable quiet hours and shall not permit noise levels that disturb other guests, neighbouring properties, or the surrounding community.

5.13 Children. Children are welcome subject to the accommodation type booked. The Guest remains responsible for the supervision and safety of any minors accompanying them at all times.

5.14 Parking. Parking, where available, is provided at the Guest's own risk. Maldev Properties shall not be liable for any loss of, or damage to, any vehicle or its contents while parked on the property.

5.15 Pets. Pets are not permitted on the property unless prior written approval has been obtained from Maldev Properties, and any approval may be subject to additional conditions or charges.

5.16 Housekeeping. Standard housekeeping services shall be provided as determined by Maldev Properties from time to time. Guests requiring additional housekeeping services should make such requests directly with management.

MALDEV PROPERTIES

5.17 Liability. Save to the extent caused by the gross negligence or wilful misconduct of Maldev Properties, Maldev Properties shall not be liable for any loss, injury or damage suffered by the Guest or their visitors while on the property, to the fullest extent permitted by law.

5.18 Privacy. Personal information collected under this form shall be processed in accordance with the Protection of Personal Information Act, 4 of 2013, and shall be used solely for the purposes of administering this booking and the Guest's stay.

5.19 Force Majeure. Maldev Properties shall not be liable for any failure or delay in performance arising from circumstances beyond its reasonable control, including but not limited to natural disaster, civil unrest, load shedding, or government directive.

5.20 Right of Refusal. Maldev Properties reserves the right to refuse or terminate a booking, without liability, where a Guest's conduct is unlawful, poses a risk to safety, or is in material breach of these terms.

5.21 Compliance with South African Law. This booking and these terms shall be governed by, and interpreted in accordance with, the laws of the Republic of South Africa, including the Consumer Protection Act, 68 of 2008, to the extent applicable.

06 GUEST DECLARATION

I, the undersigned Guest, confirm and declare that:

- the information provided by me in this Booking Form is true, complete and correct;
- I have read, understood, and agree to be bound by the booking conditions set out in Section 5 of this document;
- I accept liability for any damage caused to the property, its furnishings, fittings or equipment by myself or any person accompanying me during my stay;
- I agree to settle any outstanding amounts due to Maldev Properties in respect of this booking, including any amounts arising during my stay;
- I agree to comply with the house rules and reasonable instructions of Maldev Properties and its staff at all times during my stay.

GUEST SIGNATURE

DATE

WITNESS (FULL NAME)

WITNESS SIGNATURE

07 OFFICE USE ONLY

This section is to be completed by authorised Maldev Properties staff only.

Reservation Approved	☐ Yes ☐ No
Reservation Declined	☐ Yes ☐ No
Room Allocated	☐ Confirmed
Deposit Verified	☐ Yes ☐ No
Balance Verified	☐ Yes ☐ No
Checked In	☐ Yes ☐ No
Checked Out	☐ Yes ☐ No
Housekeeping Completed	☐ Yes ☐ No
Maintenance Inspection	☐ Yes ☐ No
Final Approval	☐ Yes ☐ No

RESERVATION OFFICER (FULL NAME)	SIGNATURE
DATE	