



Booking Policy

1. Reservation Requirements

All bookings for **The Verve Symphony Suite** must be made through our website, approved booking platforms, or directly via email. Guests must provide a valid name, contact number, email address, and the total number of guests staying.

2. Deposit & Payment

- A **50% deposit** is required to secure your reservation.
- Bookings are only confirmed once the deposit has been received.
- The remaining balance (if applicable) must be paid by the date stated in your booking confirmation.
- Failure to make payment may result in cancellation of the reservation.

3. Security Deposit

A refundable security/breakage deposit of **R5,000** is required for all bookings. This is separate from your booking payment and must be paid prior to check-in. This deposit covers damages, breakages, missing items, excessive cleaning, or any breach of house rules. The deposit is refunded after check-out and inspection, typically within **3–7 business days**.

4. Check-in & Check-out

- **Check-in:** 2:00 PM
 - **Check-out:** 10:00 AM
- Early check-in or late check-out may be arranged in advance, subject to availability and additional charges.

5. Guest Information

- Only registered guests may stay in the apartment.
- The total number of guests must not exceed the maximum occupancy stated at the time of booking.
- Identification may be requested upon arrival.
- All guests are required to complete and sign a Guest Waiver and Intake Form. This form will be sent to the guest once the final booking payment and breakage deposit have been received.



6. Minimum Stay Requirements

- A minimum stay of **5 nights applies during peak seasons**, holidays, and high-demand periods.
- Standard minimum stay requirements may vary throughout the year.

7. Changes to Bookings

- Requests to modify booking and guest details must be submitted in writing.
- All changes must be submitted no later than 14 days before the booking date.
- Changes are subject to availability and may affect the final rate.

8. Cancellation Policy

All cancellations, refunds, and no-show conditions follow our official **Refund & Cancellation Policy**, available on our website.

9. House Rules

Guests must adhere to all House Rules provided during booking and displayed in the apartment. Non-compliance may result in additional charges or early termination of the stay without refund.

10. Liability

Guests are responsible for their personal belongings. The Verve Symphony Suite and its owners are not liable for loss, theft, injury, or damage suffered during the stay.