



# 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.