

FOREST HILL & EXAIR SELF CATERING FLATS BOOKING FORM, RATE AND INFORMATION SHEET



FOREST HILL FLATS	BOOKING OFFICE
Night Manager: 082 411 8344 (Available from 10 December 2018) Reception Hours: Open 24 hours Security: 24 hours	Tel: 021 650 1050/52 Fax: 021 650 5597 E-mail: vac-accom@uct.ac.za Web: www.uct.ac.za Office Hours: 08h00 to 16h00 Mon- Fri
Physical Address: Main Road, Mowbray, 7701	Physical Address: Avenue House, 3 Avenue Road,

OPENING DATE: 10 DECEMBER 2018 - CLOSING DATE: 12 JANUARY 2019
(Check out at 10h00 12 January 2019)

Title (Mr/Mrs./Prof/Dr.)		Surname	
Name			
ID / Passport Number			
Group Name (If Applicable)			

Contact Details

Postal Address			
			Postal Code
Residential Address			
Home Telephone		Cell Phone	
Fax		Email	

Booking Information

	DD	MM	YYYY	
Arrival Date (From 14:00)			201_	You can take occupancy of the accommodation any time from 14:00
Departure Date (By 10:00)			201_	Departure time is at 10:00

Number of Guests

Adults	CHILDREN UNDER 8 (NB: Children under 8 years will not need to be assigned separate beds pace and may share beds with accompanying adults)	
--------	---	--

PLEASE NOTE: We do not allow or supply extra mattresses. Should you bring along extra guests, each guest must be assigned to a bed space.

Number Of Flats Required

Bachelor (Limited & No Shower)		2 Sleeper (Limited Numbers)		4 Sleeper		5 Sleeper	
6 Sleeper							

FLAT TYPES AND DESCRIPTION

<u>EXAIR</u>							
2 Sleeper		3 Sleeper		4 Sleeper			

****Please note EXAIR is available from 20 December 2017 to 5 January 2018****

SIGNATURE		DD	MM	YYYY
				201

I, by signature of these documents, acknowledge that I have read and understand the said Terms & Conditions as set out by the University of Cape Town.

**FOREST HILL & EXAIR SELF CATERING FLATS BOOKING FORM, RATE AND
INFORMATION SHEET**

FLAT TYPES AND DESCRIPTION

Bachelor Flat (max 1 people)

Bedroom: 1 Bedroom with 1 single bed

Bathroom: 1 Bathroom, with flush toilet, bath tub, basin and hot water. **There are no showers in all the Bachelor flats.**

2-Sleeper Flat (max 2 people)

Bedroom: 2 Bedrooms with single bed in each room.

Bathroom: 1 Bathroom, with flush toilet, bath tub, basin and hot water. **There are limited flats with showers.**

4-Sleeper Flat (max 4 people)

Bedroom: 2 Bedrooms with 2 single beds in each room.

Bathroom: 1 Bathroom, with flush toilet, bath tub, basin and hot water. **There are limited flats with showers.**

5-Sleeper Flat (max 5 people)

Bedroom: 3 Bedrooms with 2 single beds in each room and 1 bed in smallest room.

Bathroom: 1 Bathroom, with flush toilet, bath tub, basin and hot water. **There are limited flats with showers.**

6-Sleeper Flat (max 6 people)

Bedroom: 3 Bedrooms with 2 single beds in each room.

Bathroom: 1 Bathroom, with flush toilet, bath tub, basin and hot water. **There are limited flats with showers.**

AVAILABILITY OF GROUND FLOOR FLATS:

There are **NO** ground floor flats due to the configuration of flats in each block.

AVAILABILITY OF LIFTS IN BLOCK OF FLATS:

There are **NO** lifts in E Block, F Block, G Block and EXAIR

FOREST HILL RATES 2018/2019

- The rates are charged per flat per night.
- Off peak period applies from 10 to 22 December 2018 (Inclusive) and from 04 to 12 January 2019 (Inclusive)

FLAT TYPE	PEAK PERIOD 23 December to 03 January (Inclusive)		OFF PEAK PERIOD 10 to 22 December (Inclusive) and from 04 to 12 January	
	BACHELOR FLAT	R 738.00		R 480.00
2 SLEEPER FLAT	R 893.00		R 642.00	
4 SLEEPER FLAT	R 1 346.00		R 861.00	
5 SLEEPER FLAT	R 1 492.00		R 950.00	
6 SLEEPER FLAT	R 1 634.00		R 1 036.00	
EX-AIR				
2 SLEEPER FLAT (Limited Numbers)	R 1 105.00		R 801.00	
3 SLEEPER FLAT	R 1 268.00		R 961.00	
4 SLEEPER FLAT	R 1 476.00		R 1123.00	

Until such time that the **full deposit** is received, the accommodation request remains an enquiry – **no booking will be made.**
 A **50% deposit** on the **entire booking** is required when submitting the completed booking form to our office. All payments **must** reflect **RMS ID**, which will be on the **Pro Forma Invoice (indicated as Booking Reference)** number as **REFERENCE** or the name under which the booking has been made.
Only once the deposit has been received by our office will the accommodation booking request be confirmed.

FOREST HILL & EXAIR SELF CATERING FLATS BOOKING FORM, RATE AND INFO

Important Notice

- **No more than the permissible amount of persons per unit will be allowed to occupy any specific unit. Any person/s above the permissible total will be required to book alternative accommodation at additional cost. This is regardless of age of any persons per unit.**
- **PLEASE NOTE:** A six sleeper flat can only sleep six people, a four sleeper can only sleep four, etc. as it is a Health and Safety hazard to accommodate more than the set number of people per flat. Babies and children under the age of eight years do not require their own bed space. It is optional if parents prefer an 8 year old or younger child to be in their own bed space but please ensure that you have booked enough beds for all your other guests.
- **SMOKING: Smoking shall NOT be permitted in** service areas and service lines, balconies, verandas, covered walkways and parking areas, and links to other buildings. Inhaling, exhaling, burning, or carrying any lighted or heated cigar, cigarette, or pipe, including a hookah pipe, or any other lighted or heated tobacco or plant product, including marijuana, intended for inhalation, in any manner or in any form. "Smoking" also includes the use of an e-cigarette which creates a vapour, in any manner or in any form, or the use of any oral smoking device for the purpose of circumventing the prohibition of smoking in this Policy.
- The University Smoking Policy applies to all University of Cape Town facilities regardless of location, including private residential space within University of Cape Town housing. **Smoking shall be prohibited from within ten metres of any entrance/exit to buildings, air-conditioning intake, or operable windows.**

Where:

- The accommodation is situated in Mowbray, Forest Hill flats. It is a basic student residence (with student furniture, i.e. single beds- **(NO DOUBLE BEDS)**) which is converted into comfortable, self-catering budget holiday accommodation for holiday makers during December and January vacation period.

Arrival Time:

- You can take occupancy of the accommodation any time from **14:00pm**.

Departure time:

- Is at **10:00 am**.

Central Sign-in Location:

- Keys to the accommodation are to be collected at Forest Hill reception in **G-block** and dropped off back at the reception upon departure. Open 24/7. All guests have to report upon arrival and departure to the **G-Block Reception** in order to sign in the register. (**see map**)

Flat Contents:

- **Kitchen:** Each flat has its own kitchen equipped with fridge/freezer combination, microwave, stove with oven, cutlery & crockery, pots, kettle, dish cloths and cleaning material. Kindly note that we do **NOT** provide irons, and television.
- **Bedroom:** Each bedroom has single bed(s), wardrobe, pedestal, chair and desk. Each flat has its own bathroom. We do not have double beds and no en-suite bathrooms. Hangers are not provided.
- **Bedding:** Bedding is supplied. Guests must bring their **OWN towels**. Each bed has one pillow, sheet and duvet inner with duvet cover. We do not provide extra bedding,

Until such time when the full deposit is received, the accommodation request remains an enquiry – no booking will be made.

however, guests are allowed to bring along extra bedding.

- **Cleaning:** The accommodation only gets cleaned when guests have checked out. We do not offer a cleaning service or a turn down service. Bedding is changed every five days i.e. if your stay is 8 days then the bedding will be changed on the 5th day of your stay.
- **Firearms, fireworks and pets:** are **NOT** allowed at Forest Hill.
- **Swimming:** There is a swimming pool at Forest Hill and guests are allowed to use it at their OWN risk. Please note that there are **no lifeguards and children must be accompanied by adults AT ALL TIMES**. This pool is approximately **2meters deep** in some places and as such anyone entering the pool should be aware of this potential danger.
- **Braai area:** There are no designated braai areas. However, guests can braai next to the swimming pool in the car park and **not** on the lawn next to the pool. Guests need to bring their own braai equipment. It is imperative that you clean the area after use. Please respect the other guests who may want to use the facilities as well.
- **Porter Service:** We do not have a porter service available
- **Laundry Service:** There are no laundry services available but there are commercial laundromats available within walking distance of the complex.
- **Noise:** Please do be considerate when it comes to noise levels. No loud music is permitted. No noise/shouting at the swimming pool or carpark before 8am or after 9pm. Do keep the pool gates closed at all times.
- **Lifts:** No guest may engage in any behaviour which impedes the normal function of the lift or causes/likely to cause damage to the lift. Any **wanton** damage caused to the lifts will be for the account of the guest deemed to have been responsible for the malfunction of the lifts.
 - **DO NOT OVERLOAD LIFTS AT ANYTIME**
 - **Read notices in lifts – Read maximum allowable persons and weight permitted.**
 - **DO NOT TAKE CHANCES** when unsure about the maximum weight capacity of the lifts.
 - **Any repairs to the lifts due to overloading will be to the account of the group.**

BOOKING TERMS AND CONDITIONS:

The minimum stay is **4 nights**. You will be charged for the minimum stay which is 4 nights even if your stay is shorter. For example, if you book a 4-sleeper flat for a minimum stay or shorter than the minimum stay

(e.g. 2 nights) in off-peak period it will be calculated as follows:

R 861.00 per night X 4 nights = R3 444.00.

Until such time when the full deposit is received, the accommodation request remains an enquiry – no booking will be made.

ALTERNATIVE ACCOMMODATION:

Where necessary the University reserves the right to provide alternative accommodation and/or facilities to those that have been reserved. In all such cases the University will use its reasonable endeavours to ensure that the alternative accommodation and/or facilities provided are of a standard equal to those reserved.

A. DEPOSITS AND PAYMENTS

- 1) A 50% deposit on the entire booking is required to secure your booking.
- 2) Until such time when the full deposit is received, the accommodation request remains an enquiry – no booking will be made. **Only once the deposit has been received by our office will the accommodation booking request be confirmed.** All bookings are confirmed on a **“first-come-first-served”** basis with payment of required deposit. It remains the client’s responsibility to ensure that the proof of payment (i.e. deposit slip or internet bank confirmation or credit card authorisation form) is received by the booking office.
- 3) **If guests pay less than the required 50% deposit for the booking, our office will only reserve accommodation that will be covered by the money deposited. Only when the full deposit has been made and proof sent to our office will the booking be adjusted accordingly.**
- 4) **The outstanding balance is due in full 15 days prior to arrival.**
- 5) **Where outstanding balance is not paid timeously, the booking shall be adjusted to cover the full payment due, i.e. number of guests / flats / days may be reduced so as to ensure full payment is covered for the period booked.**
- 6) **If a guest requests a booking and the arrival date is within 15 days, then a full payment is required.**
- 7) Kindly note that it is advisable for international clients to pay by credit card as depositing money into our account would result in extra bank charges. The client is liable for these extra charges. For credit card payment, you will need to complete a credit card authorisation form with your details and we will debit your credit card manually from our side.

All payments can be made to the following Bank account:

University of Cape Town

Standard Bank, Rondebosch

Bank Account No. - 071482458

Branch Code - 25009

Swift Code: SBZAJJ

Reference: **RMS No. or FH Vac and your name & surname (e.g. FH Vac Smith Black)**

Until such time when the full deposit is received, the accommodation request remains an enquiry – no booking will be made.

B. DEPOSITS AND NOTIFICATION OF PAYMENT

- Please fax / email a copy of the bank statement as proof of your payment to 021- 650 5597 or email to vac-accm@uct.ac.za (immediately to facilitate the booking process, otherwise we will be unaware of your payment).
- Please keep the original deposit slip as proof of your payment in case there is a fax error and we require another copy thereof.
- It is advisable to bring deposit slips or any other documentary proof of payment with you as well.
- Foreign currency transfers usually attract bank charges and the University will be required to add the applicable admin fee to your accommodation account. Inquire from the Vacation Accommodation office about the additional bank charges. **Internet Banking: Transfers**
- The university deals with hundreds of financial transactions in any one day, therefore it becomes almost impossible at times to trace a direct electronic payment. Please ensure that we receive a clear notification that a deposit has been made, in order to confirm your internet banking transfer. You MUST fax/email a copy of your transaction to the Vacation Accommodation office on: 021-650 5597
- When making a direct bank transfer, **please ensure that deposit slips are legible and contain your name, current contact number and booking reference number (RMS No.)** Kindly fax a copy of your deposit slips to 021-650 5597 or email to vac-accm@uct.ac.za and indicate what the booking is for.
- **Upon receipt of the above-mentioned deposit and a completed booking form, we shall confirm your booking.**
- Such confirmation will be by return of email. A formal booking confirmation will be printed and sent to you within 1 week after date of receiving your booking form and deposit. **Only contact us if you have not received confirmation after 15 days of making your deposit.**
- All payments **must** reflect **RMS ID, which will be on the Pro Forma Invoice (indicated as Booking Reference)** number as **REFERENCE** or the **name under which the booking has been made.**

C. CANCELLATION POLICY AND REFUNDS

- If cancelled in writing 60 days prior to arrival, whether full or part cancellation, the following will apply: 10% of deposit paid to date is non-refundable, or a minimum of R 500, whichever is the greater of the two.
- If cancellation is made in writing 30 days prior to arrival, the following shall apply: entire deposit shall be non- refundable. Where more than the 50% deposit has been paid, the balance shall be refunded.
- If cancellation is made in writing 15 days or less prior to arrival (where outstanding balance has been paid) the following shall apply: the entire cost of the stay that has been paid is

Until such time when the full deposit is received, the accommodation request remains an enquiry – no booking will be made.

non-refundable and where there is a balance due, the person responsible for the booking will be liable to pay the outstanding balance due to the University.

- Bookings cannot be refunded or rescheduled should guests choose to leave earlier or arrive later than expected due to illness, emergencies, change of plans or few people arriving than originally booked for, etc.

D. BOOKING CHANGES OR RESCHEDULING

All changes or rescheduling is subject to the cancellation terms as well as the following:

1. Any changes or rescheduling of bookings (e.g. date changes, number of persons, number of flats, etc.) that result in a potential decrease of the booking price needs to be requested at least 30 days prior to the arrival date. Should the booking be made within 30 days prior to arrival date, no changes or rescheduling will be considered as it will be treated as a last minute booking.
2. Any changes or rescheduling of bookings that result in a price increase or do not affect the price will be handled on a case by case basis pending availability and the impact at Forest Hill. Any additional monies owed must be **settled in full before arrival at Forest Hill.**
3. Except where UCT has cancelled a booking, the following administrative fee is charged on amending or rescheduling of bookings:
1st change: free 2nd, 3rd and other consecutive changes: R75 per booking

E. ADDITIONAL TERMS AND CONDITIONS THAT APPLY TO BUSINESS CONDUCTED WITH THE VACATION ACCOMMODATION OFFICE

- Where the group or individual responsible for the booking process does not follow the policy relating to the cancellation procedures, then the Vacation Accommodation Office reserves the right to charge for all no shows, early departures or late arrivals.
- Where clause D.1. above, is applicable, the group organiser or individual responsible for the booking, shall make full payment to the Vacation Accommodation Office, for failing to follow the set cancellation policies and procedures. Any outstanding invoices relating to clause D.1 above, shall be settled with this office no later than 30 days from the date the invoice was rendered.
- Serious illness or death in the family leading to full or part cancellation:
 - i. The above condition where applicable, should be communicated directly to the Vacation Accommodation Office in writing.
 - ii. All official and supporting documentation must accompany the request for part or full cancellation.
 - iii. If no official and supporting documentation is provided then the request cannot be considered.
 - iv. Upon receiving all necessary documentation, the Vacation Accommodation office, shall consider an appropriate refund on any monies received to date.
 - v. The application for a refund is considered on a case by case basis, the merits of each case shall determine what, if any, refund can be made for a cancellation of any bookings made.

Until such time when the full deposit is received, the accommodation request remains an enquiry – no booking will be made.

F. WAITING PERIOD FOR REFUNDS (ONLY WHERE APPLICABLE)

- Upon a refund request being received by the Vacation Accommodation Office, the group organiser or individual responsible can expect to **wait approximately 6 – 8 weeks** before the matter is finalised.
- The waiting period is also determined by the following:
 - i. Submission of all necessary supporting documentation.
 - ii. Provision of correct banking details (if refund is granted).
 - iii. The refund can only be processed to the name of the person on the original booking form as it reflects on the University's financial system.

G. Damage/Loss of Property/Expenses

The University gives all information and makes all statements in good faith and uses its reasonable endeavours to check all information given to Clients and their agents. The University shall not be liable for any damage or loss to property, valuables or money resulting from information provided by the University or any agent or employee acting for the University save where such loss or damage is caused by a wilful and negligence act of such person. The clients are liable to the Universities properties, intentional act of gross negligence are excluded in the Universities contact.

H. No responsibility is accepted by the University or its servants, agents or representatives for the care of property of any description including money, valuables, luggage, clothing or motor vehicles belonging to visitors or guests save where such loss or damage is caused by a wilful and negligence act of such person. Guests are responsible to ensure that their rooms are locked when not in use and that they take all money and valuables with them.

I. Vehicles

Vehicles may not exceed 20mph on campus. Free car parking is available. Vehicles, cycles or motorcycles are brought onto campus at their owner's own risk. The University accepts no responsibility for any vehicle brought onto campus. Cars should be parked in the designated car parks provided for vacation visitors and not on campus roads or elsewhere. The University may request details of the registration numbers and owners of all or any vehicles and/or motor cycles and the Client will promptly supply such details on request. Should you have any queries with regards to parking requests please contact the Vacation Accommodation office on Tel: 021 – 650 1050 / 1051/2.

J. Health and Safety Indemnity Waiver

Whilst the University makes every effort to comply with current regulations regarding the safety of its guests, it is the responsibility of every Client guest and leader of any party to ensure that the Client and all members of the group or party know the procedures in case of fire other emergency. Notices of these regulations are posted and further information can be obtained at the Residences' reception areas.

Damage to or interference with safety appliances may result in the persons responsible or the party of which he/she is a member being told to vacate the University's premises. The Client shall indemnify the University against all and any loss and/or damage arising out of any misuse of fire

Until such time when the full deposit is received, the accommodation request remains an enquiry – no booking will be made.

alarms, fire extinguishers and/or any other University equipment including the total costs of any repairs or replacements to University property, and any other charges raised by the Fire Service or other public body.

K. DISCLAIMER

1. Each person who enters and/or stays on the University’s premises does so at his/her own risk.
2. The University shall not be liable for any of the following:
 - Loss of or damage to property of any nature owned by whomever on the University’s premises
 - For any injury, disablement or death caused to anyone who ever on the University’s premises howsoever such damage, loss, injury, disablement or death may be caused, or whenever it is occasioned by the Act, omission or negligence (gross or otherwise) of any employee or office holder of the University or anyone else whose action the University may be liable in law.

Directions:

- <https://goo.gl/maps/SH5wxAsn1a72>
- [GPS Co-Ordinates: 33°56’46”S 18°28’34”E](#)



enquiry – no booking will be made.

Until such time when the full deposit is received, the accommodation request remains an enquiry – no booking will be made.