

Monday, 3 January 2022

RE : 21 Nettleton COVID-19 Policy : Update 5

Vaccine Policy & COVID-19 Protocols

We are happy to announce that all staff at 21 Nettleton are 100% vaccinated, we are ready to take the team for booster jabs as they become available.

Vaccines are mandatory for all 21 Nettleton employees to enter the building and make use of staff transport.

The team are continuing to adhere to hygiene guidelines and COVID-19 protocols. Our standards meet local and international standards with respect to service procedures, room cleaning, guest interaction and social distancing.

We update our website with COVID-19 information regularly– visit our COVID-19 update page here or click on this link : <https://21nettleton.com/covid-19/>

Booking Conditions

We have new conditions for reservations at 21 Nettleton. These conditions apply to new and existing reservations.

We remind everyone that we are a small hotel with 6 rooms. Our statistics show that if a reservation cancels within 2 months of the arrival date we will most likely not fill the rooms again. In addition , the loss of business due to other guests that could not book the room because "it is being held" is incalculable.

The conditions are in place to ensure the continuation of 21 Nettleton.

COVID-19 Booking Conditions:

1. Provisional reservations will be held for 10 days, after which they will be automatically cancelled. This period may be amended as demand for certain dates fluctuate. It is imperative that we have live and accurate availability for new enquiries, especially over last minute & festive dates.
2. Deposits are not required to confirm bookings & all bookings can cancel* without penalty with the following exceptions:
 - a. If another request for the same room/s and/or date/s is received a 20% deposit is required to confirm the reservation & the balance must be paid 30 days prior to the check-in date.
 - b. If the reservation is made on a special rate or promotion a 20% deposit is required to confirm the reservation & the balance paid 30 days prior to the check-in date.
 - c. All reservations for the festive period (21 December – 31 January) require a 20% deposit to confirm and the balance payment must be made 60 days prior to the check-in date. There are no exceptions.
 - d. Reservations made within 30 days of arrival, or 60 days of arrival for festive dates, require a 100% deposit to confirm and guarantee the room/s.

Payments for deposits are required within 24 hours of confirmation to guarantee the room. Deposits received are 100% non-refundable, but postponement* of the reservation is possible.

No shows or cancellations within 48 hours of the check-in time cannot be postponed or refunded under any circumstances.

3. No reservation is guaranteed unless it is **paid for in full** and we reserve the right to cancel and refund deposits paid on partially paid/unpaid reservations at any time.
4. All bookings are subject to government mandated regulations**. If guests do not adhere to the regulations (such as mask wearing) we reserve the right to cancel their reservation without any refunds.



The booking conditions are subject to change as the pandemic develops and as travel restrictions are adapted – all changes will be communicated to the **person who made the reservation**. The further communication of these terms (to the guest, operator, agent, wholesaler) is not the responsibility of 21 Nettleton.

*Cancellations & postponements are only possible when a **travel ban** to South Africa is implemented by the guests country of origin or by South Africa due to the COVID-19 pandemic. A reservation may be postponed once without incurring an admin fee. Further postponements will carry a 2% admin fee, the admin fee will be calculated as 2% on the entire booking value. "Travel warnings" or "recommendation not to travel" does not constitute a valid reason for postponement as these rules are imposed arbitrarily and not based in fact. Guests are encouraged to take out travel insurance.

**Government mandated regulations refer to symptom screening on arrival, health questionnaires, staff and guest safety protocols & others. This changes regularly and we suggest that you check with your local government to any regulations that may affect your stay.

Our policies are governed by South African law and not by laws of other countries.

Resources: <https://www.united.com/ual/en/us/fly/travel/international-map.html>

Please reach out if you have any questions or concerns. We are happy to help! Stay safe and we hope to welcome you to 21 Nettleton soon.

Warm Regards,
Dirk & the Nettleton team

