



RATE CONTRACT 2027

01 January 2027 – 31 December 2027

Room Category		Meal Basis	Rack		STO20%
Standard Suite	Single	BB	R	3,455.00	R 2,764.00
Standard Suite	Double	BB	R	4,105.00	R 3,284.00
Standard Suite	Single	DBB	R	4,105.00	R 3,284.00
Standard Suite	Double	DBB	R	5,290.00	R 4,232.00
Deluxe Suite	Single	BB	R	4,670.00	R 3,736.00
Deluxe Suite	Double	BB	R	5,440.00	R 4,352.00
Deluxe Suite	Single	DBB	R	5,645.00	R 4,516.00
Deluxe Suite	Double	DBB	R	6,350.00	R 5,080.00
Premier Suite	Single	BB	R	5,440.00	R 4,352.00
Premier Suite	Double	BB	R	6,365.00	R 5,092.00
Premier Suite	Single	DBB	R	6,350.00	R 5,080.00
Premier Suite	Double	DBB	R	7,340.00	R 5,872.00

NEW:

Standard Suites:

Rooms 10 - 25

Deluxe Suites:

Shade of Ivory (1); Spring Bling (6); Moonstone (7); Blue Rhapsody (9)

Premier Suites:

Periwinkle (2); Pebble Tapestry (3); Nightingale (4); Irish Mist (5); Saffron (8)

*One (1) child under 12 years can share with parents.

*Children under 3 years stay free of charge.

280 Jochem Street, Rietvalleirand, Pretoria, 0122

T: 012 110 4380

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Child Rate: 3 - 12 years			
BB	BB	R	1,112.00
DBB	DBB	R	1,320.00

Value add: Complimentary transfers to/from OR Tambo airport and/or Rovos Rail/Blue Train stations (Pretoria). Applies to FIT bookings only. *This is not a private transfer.

Rate Conditions

- Rates are inclusive of breakfast and 15% VAT.
- Rates are exclusive of discounts, mark ups and 1% Tourism Levy.
- Rates are room rates.
- Rates are subject to change without prior notice.
- Rates agreed are PRIVATE & CONFIDENTIAL and should not be disclosed to anyone outside of your organization / rates given to you in addition to existing rates will only be effective from the date on the signed contract and will only be applicable to new bookings received after this date. Existing reservations will remain at the original rate booked on.

Terms & Conditions of Contract

The Tour Operator acknowledges that the provision of the accommodation by Ivory Manor Boutique Hotel shall always be subject to the Ivory Manor Boutique Hotel standard terms and conditions of residence.

Ivory Manor Boutique Hotel shall further ensure that it maintains adequate public liability insurance cover throughout the period of this agreement against third party liability and shall, if so, required by the Tour Operator, provide proof of its compliance with this provision. In the event of a dispute between the Hotel and the Tour Operator as to what constitutes adequate cover for the purposes of this provision, the reasonable discretion of Ivory Manor Boutique Hotel, having regard to the industry practice and its own historic experience, shall be deemed to apply.

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Rights and duties of the tour operator

- Ivory Manor Boutique Hotel hereby grants the Tour Operator the right to sell Rooms:
 - to end users through websites controlled and operated by the Tour Operator; and
 - to any travel agency or tour operator for non-internet-based sales to end users.
- Ivory Manor Boutique Hotel will sell rooms to the Tour Operator, on request, at a NETT or Tour Operator rate.
- The Tour Operator shall mark up the price to the guest(s) and shall retain such “mark-up”, being the difference between the NETT or Tour Operator rate and the selling price. If it is found that rates are not being ‘marked up’, the hotel reserves the right to withdraw their rates immediately.
- We do require that you apply a minimum of 10% mark-up to these rates before it reaches the end buyer.
- On receipt of a request for the purchase of a room(s) Ivory Manor Boutique Hotel shall consider its availability and shall either confirm or deny the request or provide an alternative proposal.
- No agreement will be deemed to have been entered into unless and until Ivory Manor Boutique Hotel has confirmed its acceptance of the request.

Deposit Policies:

- A 50% deposit is required to secure the reservation.
- The Tour Operator shall pay the outstanding accommodation balance to Ivory Manor Boutique Hotel not less than thirty (30) days prior to the anticipated date of arrival of Guests (or upon making the reservation if made less than fourteen (14) days before such arrival).
- In the event of the deposit not being paid timeously Ivory Manor Boutique Hotel reserves the right to disregard the booking and that it will be deemed to be cancelled automatically.
- In the event the tour operator holds credit facilities with Ivory Manor Boutique Hotel deposits would not be required, except over peak demand periods.
- Peak Periods – Ivory Manor Boutique Hotel reserves the right to alter the above deposit payment terms during special events, long stays or peak periods, including but not limited to, large conventions, sporting events and the like, without prior notice to the Tour Operator.

Payment:

- The Tour Operator is to ensure that all rooms are paid for in full prior to the arrival of the guests.
- Should full payment not be received Ivory Manor Boutique Hotel reserves

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the right to request payment from the guests, failing which the booking will not be honoured.

- The Tour Operator shall ensure that all Guests being accommodated in terms of this Agreement pay for and settle in full all accounts of Ivory Manor Boutique Hotel levied in respect of incidental expenses for which such Guests are liable prior to their departure from Ivory Manor Boutique Hotel.

Payment method

Payment can be made directly to the hotel in cash or via Electronic Bank Transfer directly into bank account:

Account Name:	Ivory Manor Boutique Hotel
Bank:	First National Bank
Branch:	Universal
Account Number:	62746414531

Cancellation policy

- Cancellations made within 16 to 29 days prior to the arrival date will be charged 50% of the contracted cost of the accommodation for the full period.
- Cancellations made within 08 to 15 days prior to the arrival date will be charged 80% of the contracted cost of the accommodation for the full period.
- Cancellations made within 00 to 07 days of arrival will be charged 100% of the contracted cost of the accommodation for the full period.
- All no-show charges will be charged 100% of the contracted cost of the accommodation for the full period.

General

- Check-in time: 14h00 onwards and check-out time is no later than 10h00 unless a special arrangement has been made. A surcharge may apply.
- All extras to be settled prior to departure.
- All public areas as well as banqueting and conference venues as well as guest rooms on the Hotel's premises are non-smoking areas.
- PETS: No pets other than guide/service dogs are allowed if they are accompanied by certified documentation.
- PARKING: Parking is available on the Hotel premises. The property is under 24-hour security surveillance. Parking is at the owners' risk.

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Damage to Estate's property

- The Guest will be responsible and will be charged for any loss or damage to the Hotel's property, grounds, building, venue, walls, equipment, furniture, carpeting, flooring, curtains, linen, décor, cutlery, crockery, glassware and the like howsoever caused by the Guest or any of its Tour Operators Guest, employee/s, agent/s, contractor/s or supplier/s. Failure of payment by guests, the Tour Operator will be held liable for the damage.
- The Guest will also be held liable for any 'missing' items from the rooms deemed as property of the Hotel. Failure of payment by Guest the Tour Operator will be held liable for the damage.
- There will be an R400 charge for lost or damaged room keys.
- Safe boxes must be open at check-out. A charge of R400 will apply if the safe box is left locked.
- Any items that are deemed as property of Ivory Manor that have been removed from the room/s or premises will be charged to the relevant guest/s accounts.

Exclusion of liability and indemnity

- The Tour Operator acknowledges that the Tour Operator and its guests, employees, agents, suppliers, and contractors enter the Hotel's premises entirely at their own risk.
- The Tour Operator shall be responsible for all property of whatsoever nature brought onto or left on the Hotel premises by the Tour Operator or any of its guests, employees, agents, suppliers, or contractors.
- The Hotel, its employees and agents shall not be liable to the Tour Operator, its guests, employees, agents, suppliers and contractors for any loss, damage, injury or death suffered by the Tour Operator or any of its guests, employees, agents, suppliers or contractors howsoever caused on or about the Hotel's premises, including but not limited to loss or damage to property, whether such loss, damage, injury or death results from any act or omission on the part of the Hotel or any of its employees or agents, except where such loss, damage, injury or death is caused by the willful misconduct or grossly negligent act or omission of the Hotel or any of its employees or agents.
- The Tour Operator indemnifies and holds harmless the Hotel, its employees and agents against any claim whatsoever that may be brought against the Hotel or any of its employees or agents by any of the Tour Operator guests, employees, agents, suppliers, or contractors, including any dependents of the Tour Operator or any of its guests, employees, agents, suppliers or

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Boutique Hotel

contractors, in connection with any loss or damages suffered by or injury to or death of any of the Tour Operator guests, employees, agents, suppliers or contractors on or about the Hotel's premises, except where such loss, damage, injury or death is caused by the willful misconduct or grossly negligent act or omission of the Hotel or any of its employees or agents.

- Notwithstanding anything to the contrary contained in these terms and conditions, the Hotel shall under no circumstances whatsoever be liable for any indirect or consequential loss, howsoever caused, suffered by the Tour Operator or any of its guests, employees, agents, suppliers, or contractors.

Volume of support

- The Tour Operator NETT rate Agreements are based on the number of annual room nights booked with Ivory Manor Boutique Hotel.
- An annual assessment of the calendar year's (January to December) performance will be made during the last month of the year and based on this performance the next year's rate tier will be set.

I herewith accept and agree to the rates and conditions as outlined above, in conjunction with the terms & conditions.

Company Details

- Company name:
- Company reg. number:
- Company VAT number:
- PO Box:
- Physical address
- Tel:
- E-mail:

Name & Designation: _____

Signature & Date: _____

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