

LENANA HOUSE

Terms of Use

Lenana Estates (PTY) LTD · Registration No. 2025/644382/07 · Last updated: March 2026

These Terms of Use ("Terms") govern your booking of accommodation at Lenana House, operated by Lenana Estates (PTY) LTD (Registration No. 2025/644382/07) ("we", "us", "our"). By making a booking or submitting an enquiry, you agree to be bound by these Terms in full.

1. The Property

Lenana House is a private luxury residential villa situated at 196 Kloof Road, Bantry Bay, Cape Town, 8005. The property accommodates one party at a time on an exclusive-use basis. No other guests or third parties will be accommodated concurrently with your booking.

2. Bookings and Confirmation

A booking is confirmed only upon receipt of the required deposit and issuance of a written booking confirmation by Lenana Estates (PTY) LTD. Submitting an enquiry does not constitute a confirmed booking.

The guest named on the booking confirmation ("the Guest") is responsible for the booking and for ensuring all members of their party comply with these Terms and the House Rules.

At least one principal guest must be 21 (twenty-one) years of age or older at the time of booking. We reserve the right to request proof of age.

We reserve the right to decline any booking at our sole discretion without being obliged to furnish reasons.

3. Payment

3.1 Deposit

A deposit of 50% of the total rental amount is payable at the time of booking to secure the reservation.

3.2 Balance

The remaining 50% balance is due no later than 14 (fourteen) calendar days prior to arrival. Failure to pay the balance by the due date may result in cancellation of the booking with the deposit forfeited.

3.3 Last-Minute Bookings

For bookings made within 14 calendar days of the arrival date, 100% of the total rental amount is payable at the time of booking.

3.4 Currency and Payment

All payments are in South African Rand (ZAR) unless otherwise agreed in writing. Bank details will be confirmed in the booking confirmation. We accept no liability for funds transferred to incorrect accounts based on fraudulent

communications. Always verify bank details directly with us before making any transfer.

3.5 VAT

VAT at the prevailing statutory rate (currently 15%) is levied in addition to the rental amount and is for the Guest's account.

4. What Is Included

The following are included in every confirmed booking:

- Exclusive use of the entire villa for the duration of the stay
- All five en-suite bedrooms
- Daily English breakfast prepared by the in-villa chef
- One bottle of wine per day, curated by the owner
- Welcome champagne or sparkling wine on arrival
- Arrival welcome platter (artisan cheese, premium nuts, and fruit)
- Daily fresh fruit, chilled still and sparkling water, coffee and tea station
- Daily housekeeping and evening turndown service
- Hotel-grade linen changed every 3 nights on stays of 4 or more nights
- On-site caretaker and dedicated Operations Manager throughout the stay
- Exclusive use of heated swimming pool and private jacuzzi (pre-set to 38°C)
- Pool towels, sun loungers, umbrellas, and poolside furniture
- High-speed fibre Wi-Fi (minimum 100 Mbps) throughout the property
- Private cinema room with 4K projection, surround sound, Netflix and DStv
- Home office with printer, scanner, stationery, and universal plug adaptors
- Airport transfers included on request, coordinated by the Operations Manager
- Concierge assistance for restaurant reservations, experiences, and activity bookings
- 24-hour emergency contact

Guests staying 10 or more consecutive nights receive one complimentary chef-prepared lunch or dinner at a date and menu of their choosing.

5. What Is Not Included

The following are not included in the rental and are at the Guest's expense:

- Lunch and dinner (private chef available on request)
- Additional alcohol beyond the daily wine inclusion
- Laundry (external service charges are for the Guest's account)
- Special occasion arrangements such as flowers, cakes, or decorations
- All external experiences, tours, transfers, and activities arranged on request
- In-villa wellness services including massage, IV therapy, personal training, and yoga instruction
- Any damage to or loss of property, fixtures, fittings, or contents caused during the stay

6. Security Deposit

A refundable Security Deposit is payable in respect of every booking. The amount shall be the greater of:

- R 100,000 (one hundred thousand Rand)
- 10% of the total rental value of the booking
- For bookings falling wholly or partially within Peak Season (1 December – 28 February): up to 20% of the total rental value

The Security Deposit will be refunded within 14 calendar days of departure to the original remitting bank account, less any lawful deductions for damage, loss, or additional costs incurred during the stay. A written account of any deductions will be provided with supporting documentation.

7. Occupancy and House Rules

The maximum occupancy of Lenana House is 10 guests. Occupancy beyond this number is not permitted without prior written consent.

Guests must comply with all House Rules, which will be provided prior to arrival and are incorporated into the booking by reference. Events, functions, or gatherings beyond the booked party require prior written approval and may incur additional charges.

8. Arrival and Departure

Standard check-in is at 14:00 and check-out at 11:00, unless otherwise agreed in writing. Early check-in or late check-out may be arranged subject to availability and may incur additional charges.

9. Guest Identification

We may require the following prior to confirming a booking or granting access to the property:

- Identity documents or passport copies for at least two principal guests, provided no later than 7 calendar days before arrival (or immediately for last-minute bookings)
- Full names, identity document or passport numbers, and nationality of all guests prior to check-in

No guest will be permitted to take occupation without prior delivery of the required documentation.

10. Cancellation and Refunds

All cancellations must be submitted in writing. The date of cancellation is the date written notice is received by Lenana Estates (PTY) LTD.

Cancellation charges:

- 61 or more days before arrival: deposit forfeited; balance refunded if already paid
- 31–60 days before arrival: 75% of total booking value forfeited
- 30 days or fewer before arrival: 100% of total booking value forfeited
- No-show: treated as cancellation with fewer than 30 days' notice; 100% forfeited

■■ *Confirm cancellation bands with your legal advisor before publishing.*

We strongly recommend that all Guests obtain comprehensive travel insurance including cancellation cover prior to confirming a booking.

11. Force Majeure

Neither party shall be liable for failure to perform obligations caused by circumstances beyond reasonable control, including acts of God, natural disasters, pandemic, or governmental action. Where such circumstances persist for more than 60 consecutive days, either party may terminate the booking on written notice. All obligations that accrued prior to the force majeure event remain enforceable.

12. Limitation of Liability

To the fullest extent permitted by South African law, Lenana Estates (PTY) LTD shall not be liable for any direct, indirect, incidental, or consequential loss arising from your stay, except where caused by our proven negligence. Guests are advised to obtain comprehensive travel and personal liability insurance.

We are not liable for the quality, safety, or performance of any third-party services arranged on behalf of the Guest through our concierge.

13. Dispute Resolution

In the event of any dispute, the parties shall first attempt resolution through good faith negotiation within 14 calendar days of written notice. If unresolved, the dispute may be referred to mediation in Cape Town. If mediation fails or is refused, either party may refer the matter to the High Court of South Africa, Western Cape Division. This clause does not prevent either party from seeking urgent or interim relief.

14. Governing Law

These Terms are governed by the laws of the Republic of South Africa. The parties consent to the jurisdiction of the High Court of South Africa, Western Cape Division, in respect of any proceedings arising from these Terms.

15. General

If any provision of these Terms is found invalid or unenforceable, the remaining provisions continue in full force. No failure to exercise any right constitutes a waiver. These Terms, together with the booking confirmation and House Rules, constitute the entire agreement between the parties with respect to your booking. No amendment is valid unless in writing and agreed by both parties.

16. Contact

Lenana Estates (PTY) LTD · Registration No. 2025/644382/07

196 Kloof Road, Bantry Bay, Cape Town, 8005

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