



Five Mountains
Guest Farm & Spa

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Reg: 2025/638910/07
Bainskloof Road
Wellington, 7250

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083 310 2796
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TERMS AND CONDITIONS

INDEMNIFICATION AGREEMENT

General Indemnity

While every care has been taken by Five Mountains Guest Farm & Spa to ensure the safety of our guests and their possessions during their stay, the owners, managers and workers do not accept any liability in the event that any loss, injury, accident or damage to persons or property is experienced by our guests.

Cancellation Policy

50% deposit must be paid to confirm the reservation. A full refund of the deposit will be granted for cancellations within 24 hours of making the reservation, as well as, if cancellation is made more than 30 days prior to arrival. 50% refund of the deposit for cancellations made more than 14 days prior to arrival. Payment is not refundable if cancellation is made less than 14 days prior to the date of arrival.

Valuables

Five Mountains Guest Farm & Spa, the owners, managers, and workers do not accept any liability for loss or damage to any valuables belonging to guests. The safety of all personal valuables is the sole responsibility of the guests.

Outdoor activities

Any guests making use of outdoor activities on the farm, do so entirely at their own risk. All guests therefore indemnify Five Mountains Guest Farm & Spa, the owners, managers, and workers, in full. Guest shall have no claim of whatsoever nature against Five Mountains Guest Farm & Spa, the owners, managers, and workers, including claims for any form of injury, sickness, bodily harm, death and/or loss or damage of property which could rise from these activities.

Wildlife areas

Guests acknowledge and understand the real hazards and risks associated with wildlife areas on a working farm, including snakes, spiders and the possibility of wild animals. All guests therefore indemnify Five Mountains Guest Farm & Spa, the owners, managers, and workers, in full, shall injury, sickness, bodily harm and/or death which could rise from the unforeseen interaction with such wildlife.

Minors

Minors are the sole responsibility of the parents, guardians, or the persons in whose care they are in while staying at Five Mountains Guest Farm & Spa or while using its facilities. Children under the age of 16 may not participate in any outdoor or water- based activity without the supervision of an adult (older than 18 years old).

Smoking

For the comfort of our guests, Five Mountains Guest Farm & Spa is a strictly non-smoking accommodation establishment

Pets

Pets are allowed by arrangement. Five Mountains Guest Farm & Spa, the owners, managers, and workers do not accept any liability for said animals when they are on the premises or surrounds. An extra cleaning fee will be added to the reservation per pet. Pets are not allowed on any furniture or bedding and must be on lead around any horses and livestock. Guests acknowledge and understand that they are fully responsible, and will be billed accordingly, for any damage to the property or horses/livestock incurred by said animal/pet.

Noise Policy

We regret that all loud electronic music and percussion instruments of any kind are banned. Loud noise does not fit into the atmosphere of peace and tranquility. We ask that guests please respect fellow guests. There is a LOW NOISE POLICY from 10pm. We reserve the right to remove any guest who act inappropriately or do not follow our noise guidelines.

Firearms

For the safety of all concerned, firearms are not permitted to be kept on the premises.

Loss or damage to Five Mountains Guest Farm & Spa

Should Five Mountains Guest Farm & Spa suffer any loss or damage, to property or horse/livestock as a result of an act or omission by a guest, the guest, visitor or visitor of a guest, will remain liable for full reimbursement of such loss or damage incurred and will be billed accordingly.

Right of Admission Reserved

Five Mountains Guest Farm & Spa at all times reserves the full right of admission and accepts no liability for any loss or damage experienced by guests that may result from the legal and reasonable exercising of such rights.

Arrival and Departure

Check in is between 14:00 – 19:00

Check out is strictly at 10:00 on the day of departure.

Social Media

If you tag Five Mountains Guest Farm & Spa (@fivemountains_wellington) in any material across any platform, you give us the right to use the content for marketing purposes, without compensation, unless otherwise stated.

Terms and Conditions

By agreeing to this indemnity form, I state that I have read, understood and will adhere to the terms and conditions of Five Mountains Guest Farm & Spa, on behalf of myself, as well as, any associated guest and minor.

Booking Name: _____

Date: _____

Full Name	Identity/Passport Number	Signature