

Tweede Wind

Terms and Conditions

We wish you a very happy and enjoyable stay with us, but first things first. There are a few terms and conditions to take note of. They are not unreasonable and are there for our mutual benefit.

Bookings & check-in:

- Upon your enquiry for accommodation a quote will be provided to you.
- A 50% deposit is payable upon reservation to reserve the apartment, and full payment is required prior to occupation.
- A minimum stay of two nights per booking is required during high season.
- The person responsible for making the reservations and payment should ensure that all persons in their party have read these terms and conditions and accept full responsibility and liability thereof.
- It is the guest's responsibility to check the apartment and to report any defect or problem to the owner at the time of taking occupancy.
- You are welcome to check in from 14:00 to 18:00 (or later, by arrangement) on the day of arrival and required to hand the keys in by 10:00 on the day of departure.
- Only paying guests are allowed on the premises. Depending on the number of guests booked there might be room (keeping in mind the maximum of 4) for visitors to sleep over, however, this may only be done with the prior permission of the owners, and will attract an additional charge of R400 per person per night.
- The right of admission is reserved and strictly applied.

Cancellation:

- Cancellation longer than 30 days, 100% refundable.
- Cancellation between 29 days and 15 days, 75% refundable.
- Cancellation between 14 and 7 days, 50% refundable.
- Cancellation less than 7 days, no refund.

Breakage & damages:

- We will not charge you a breakage or key deposit, but we kindly request that you inform us of any damage.
- Bath towels are supplied but not for use on the beach, guests should provide their own beach towels.

Cleaning:

- This is a self-catering facility, but if you stay for a lengthy period and would like a cleaning service, please speak to us.
- There is a laundry service in town.
- Fresh bed linen and towels will be supplied every fourth day, unless there is a need to have it replaced sooner.
- Cleaning materials are provided.
- Refuse may be placed in the bin outside the apartment and will be removed every second day.
- The drains in Yzerfontein are Municipal pump drains, therefore, please use only toilet paper in the toilets. Bins and disposable hygiene bags are provided for any other items that need to be disposed of.

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Safety, health, environment & security:

This is very high on the owner's agenda and we ask for your kind and full cooperation.

- Do not switch off the outside stairs lights, they operate on a day-night switch and is there for your safety.
- This is a strictly non-smoking facility, but you are welcome to smoke outside, providing that you use the cigarette butt dispenser, due to the Kaapse Fynbos (the surrounding flora) being a high fire risk.
- The Yzerfontein residential area is surrounded by nature reserves and Green Belts running through the town. We ask that guests respect the environment at all times.
- Apart from a variety of small wild animals there are also dangerous snakes such as Puffadders and Cape Cobras, it is therefore advisable not to wander into the fynbos. At certain times of the year, such as the breeding season, ostriches could be dangerous too, rather do not approach them at any time and give them right of way.
- A smoke detector and fire extinguisher is located in the kitchenette.
- Due to the fact that the West Coast is an arid environment, the local communities experience water restrictions from time to time, please help us by using water responsibly.
- The entire building is equipped with an alarm system and the area is patrolled by two response companies as well as neighbourhood watch. The alarm will, however, only be used upon the request of and the full knowledge of our guests. We should mention that even though Yzerfontein is statistically a very low crime area, caution should still be taken and the premises be locked when you are away.
- A medical practitioner is available in town but unfortunately not 365 days a year, please see the emergency phone list.

Parking:

- Parking for one guest car is available inside the premises, behind an automatic gate, but a second car will have to be parked on the street.

Usage of equipment:

- Operating instructions are available in the information folder for each and every electrical appliance and other equipment in the apartment, kindly ensure that you are familiar with the operation thereof.

Pets:

- Unfortunately, no pets can be accommodated.

Indemnity:

Whilst every reasonable precaution has been taken to ensure the safety of our guests and their possessions on these premises, the owner, its agents, and/or its employees shall not be liable for any injury, loss, theft or damage suffered by a guest/s whilst on the premises. The guest/s hereby indemnifies the owner of Tweede Wind holiday apartment against any claims arising from any injury, loss, theft or damage suffered by them on the premises. Guests enter at own risk.