

Tweede Wind

Self-catering Holiday Apartment Yzerfontein

Terms & 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 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 others in the 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. Upon prior permission by the owners, visitors are allowed but only until 23:00, and may not stay over. Visitors who stay for a total period of 5 hours or longer per day will attract an additional fee of R100 per person. The owners must be informed of any visitors, no matter for what length of time, for insurance purposes.
- As a result of past experience we unfortunately we do not cater for children between 1 and 10 years of age.
- Tweede Wind is not suitable for parties or group functions.
- 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 you 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.

Safety, health, environment & security:

This is very high on the owner's agenda, we are members of the Yzerfontein Conservancy and totally committed to the protection of the greater environment, and we ask for your kind and full cooperation.

- As the premises is situated on sloping ground, there is a flight of stairs to the apartment's entrance, and therefore unfortunately not suitable for wheelchairs, or a movement-impaired person and should therefore not be attempted.
- Do not switch off the outside stairs lights, they operate on a day-night switch and are switched on throughout the entire evening 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, even when green.
- 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, fire extinguisher, basic first aid kit, and an emergency light 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 and neighbourhood watch. The outside beams will however only be activated with the knowledge and agreement 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 and contact us in an emergency.
- Every effort is made to service and maintain all amenities, equipment, and appliances to a fully operable and safe condition, and guests are requested to use and operate all these in a responsible manner. Kindly report any faulty conditions to the owners.
- 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.

Parking:

- Parking for one guest car, possibly two, is available inside the premises, behind a motorised gate, otherwise a second car can be parked on the street.
- There is no parking available for fishing boats on the premises and should therefore be parked on the street.
- Fishing boats may not be washed using the water of Tweede Wind, as there are municipal facilities outside town where this can be done.

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 the 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.

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Facilities

Please note that the apartment is underneath and on the sea side of the main house where the owner stays, but it is completely private with a separate entrance. As the property lies on sloping ground on a hilltop there is a flight of stairs leading down to the apartment's entrance and therefore unfortunately not wheelchair-friendly, nor easily accessible by the frail or movement impaired.

Rooms:

- Two rooms with double beds.
- One smaller annex room to one of the double rooms with single baby bed.
- Ceiling fans with remote in main rooms.
- Bed linen.
- A maximum of four persons, and possibly a baby under one year of age can be accommodated. We ask guests to strictly adhere to this.

Bathrooms:

- Two full on-suite bathrooms, the annex room shares a bathroom with the main bedroom.
- Extractor fans.
- Towels.
- Hand soap.
- Start-up supply of toilet paper.

Kitchenette:

- Ceiling fan.
- Microwave oven.
- Full fridge / freezer.
- Two-plate induction hob with cooker hood.
- Kettle.
- Snackwich maker and toaster.
- Egg boiler.
- Table, stools, crockery, cutlery, and utensils.
- A start-up supply of coffee, tea, sugar, sweetener, and one litre long-life milk.
- A start-up supply of bottled water.
- Cleaning materials, dish and drying cloths, broom, vacuum cleaner.
- Ironing board and iron.

Living area:

- 50cm Flat screen TV.
- Full suite Multichoice DSTV.
- Music centre with radio, CD & DVD Player with an assortment of DVDs.
- Wi-fi is available, but not unlimited.
- A selection of reading books and games.
- Loungers.
- Table and chairs.
- Clothes drying rack.
- Blower heater and knee blankets.

Patio:

- Weber braai. You are welcome to use wood and move it around the front to the best sheltered position, as wind direction in Yzerfontein can change frequently.
- An inside charcoal braai and extractor fan, no wood allowed.
- Two sunbeds, cushions stored in the living area.
- Picnic bench and garden chairs.
- Sun umbrella