

## TERMS & CONDITIONS

### *Breakwater Holiday Home Uzerfontein*



#### **BREAKWATER BOOKING POLICY**

- There is a 50 % deposit on the total amount is due to secure a booking. Full payment is required prior to occupation as following:
- Banking costs for international deposits will be for the guest account. Because we will only know what the amount is after receiving the funds, it will be added to the outstanding costs of the final payment.
- The person responsible for making the reservations and payment should ensure that anyone else in the party has read these terms and conditions and accept full responsibility and liability thereof.
- You are welcome to check in from 14:00 to 18:00 (or later by arrangement) on the day of arrival and are required to hand in the keys by 10:00 on the day of departure.
- Parking is available on site at will be indicated at arrival.
- The right of admission is reserved and strictly applied.

Your privacy is protected. - Your details will only be used to guarantee your booking.

#### **CANCELLATION POLICY**

- Any booking cancelled more than three months prior to arrival date pays no cancellation fee.
- Refunds and waiver of cancellation policies are at the discretion of management and the ability

to re-let BREAKWATER

- Self-catering accommodation. We advise all clients to take out cancellation insurance.

## **BOOKING CANCELATION FEES**

- 90-60 days / 25%
- 60-30 days / 30%
- Less than 30 days / 100%

## **ARRIVAL POLICIES**

- It is the responsibility of the guests to inform the owner of any defects on arrival
- When departing please let us know of any breakages in the unit – we do not charge a breakage fee and rely on the integrity of guests!

## **.GENERAL**

- Bath towels are supplied but not for use on the beach – guest should provide their own beach towels.
- Should you have any problems and/or complaints, your House Manager is the contact person to assist you with rectifying any area/s of your reasonable & valid complaint/s.
- Please ensure that you print your booking form in order to have the contact number/s of your House Manager before arrival in the seaside village.

## **CLEANING POLICY:**

- This is a self-catering facility, but for lengthy stay we can gladly provide you with a cleaning service by prior arrangement.
- Star-up cleaning materials and toilet paper are provided.
- The drains in Yzerfontein are either soak or Municipal pump drains, therefore, please use only toilet paper in the toilets. Bins are provided for any other items that need to be disposed of.

## **SAFETY, HEALTH, ENVIRONMENT & SECURITY**

- This is a non-smoking facility, but you are welcome to smoke outside using an ash tray, providing

that you use a cigarette butt dispenser.

- The Yzerfontein residential area is surrounded by nature reserves and Green Belts running through the town. We ask that guests respect the environment biosphere at all times.
- Apart from a variety of small wild animals there are also snakes such as Puffadders and Cape Cobras during the warmer season and it is therefore advisable not to wander into the fynbos unattended. At certain times of the year, such as breeding season, ostriches could be dangerous too, rather do not approach them at any time and give them right of way.
- The West Coast is an arid environment, the local communities experience water restrictions from time to time, please help by using the water sparingly and responsibly.
- 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 or in the lower units unattended which has access from the street.
- A medical practitioner is available in town but unfortunately not 24 hours a day.
- 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 all these in a responsible manner,

## **CHILDREN POLICY**

- Children older than 12 are most welcome.

## **PETS POLICY**

- Pets by arrangement only
- We also rely on your honesty to notify us of any breakages/damages that could not be replaced or rectified during your stay and that you will take full responsibility to replace/rectify/compensate for,

any such damages or breakages afterwards.

## **SECURITY IN YZERFONTEIN**

There is a common misconception that small country villages are free of crime. Unfortunately this is not the case and Yzerfontein is no exception. For this reason it is important that you are aware of the security measures in and around Yzerfontein. It is important that you lock your doors when you go out. You should also ensure that you do not leave doors and windows open and unlocked, even while you are in the residence. Crime in the village is largely opportunistic and an open door or window is an invitation for someone to sneak in and scoop up whatever's available. Cameras, iPads, cell phones, laptops and wallets should be stored out of sight at all times. It is also important not to leave bicycles unchained and in plain view.

## **EMERGENCY TELEPHONE NUMBERS**

<i><b>Darling Police station</b></i>	<i><b>022 492 2314</b></i>
<i><b>Darling station Commander: Capt. Saayman</b></i>	<i><b>022 409 1300 or 4096 1301</b></i>
<i><b>Yzerfontein Neighbourhood Watch</b></i>	<i><b>082 925 2244</b></i>
<i><b>Yzerfontein Law enforcement</b></i>	<i><b>022 451 2985</b></i>
<i><b>Yzerfontein Tourism</b></i>	<i><b>022 451 2985 or 451 2366</b></i>
<i><b>Armed Response</b></i>	<i><b>022 451 2747 or 082 961 0366</b></i>
<i><b>Fire Station (after hours)</b></i>	<i><b>022 487 9400</b></i>
<i><b>Breakwater Self-catering Manager</b></i>	<i><b>022 451 2646 or 081 270 9170</b></i>
<i><b>Dr Lindie Walters, General Practitioner</b></i>	<i><b>022 451 2941 or 083 383 8874</b></i>

## **FIRE EMERGENCY**

A fire extinguisher is in each self-catering kitchen.

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