

30 VOLSTRUIS

*30 Volstruis Street, Yzerfontein,
West Coast, South Africa*

Staying in the beautiful, clean Yzerfontein and being able to welcome guests to a peaceful and mutually respectful environment and community is our priority and this forms this basis of our risk management.

Terms & Conditions of staying with us!

Bookings & check-in:

- Upon your enquiry for accommodation a quote can be drawn from the website or a quote confirmation can be requested.
- Quotations are valid as stipulated by Yzerfontein Accommodation (YA).
- All rates are VAT inclusive and can be changed without prior notice.
- We reserve the right to cancel and refund accommodation in situations of crisis or move guests to alternative (similar) accommodation with their permission and agreement.
- A 30% deposit is to reserve the establishment, and full payment is required 1 week in advance, and during high season 2 weeks in advance of arrival.
- Reservations within 7 days of arrival is payable in full.
- Full payment is required before access can be granted to the establishment.
- Banking costs for international deposits will be for the guest's account as we'll only know what the amount is after receiving the funds. It will be added to the outstanding amount or the final payment.
- Banking details reflect on our website on the Reservation forms as well as under 'BOOK NOW'.
- The person responsible for making the reservation and payment should ensure that everyone else has read these terms and conditions and accept full responsibility and liability thereof.

- It is the guest's responsibility to report any defect or problem to the agent at the time of taking occupancy.
- You are welcome to check in from 15:00 to 18:00 (or later, but only by arrangement) on the day of arrival and are required to hand in the keys by 10:00 on the day of departure. Estimated times of arrival and departure must be communicated to the welcoming staff member or owner to ensure smooth check-ins/outs.
- YA has a drop box which can be used to drop off keys on departure
- Only paying guests are allowed on the premises – visiting guest(s) are welcome only by arrangement.
- 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.
(High season cancellation – no refunds after 14 days' notice of cancellation)
- Cancellation less than 7 days, no refund.

Breakage, damages & parking:

- When a breakage deposit is not charged, we kindly request that you inform us of any accidental damage(s).
- When a breakage deposit is charged, it will be taken against any damage(s) incurred. If there are any deductions to be made, we will notify you within 2 days of your departure and a refund, if any, will be made within 2 days of your departure to your nominated bank account.
- Unfortunately, additional charges will be imposed if more guests than booked for are utilising the premises.
- Please note that a cleaning fee can be deducted from a breakage deposit for houses that are left with excessive dirty dishes and/or linen or any unsatisfactory condition.
- The pool table and table tennis table is for the enjoyment of guests – **please do not place at any time any other items on the tops.**
- Beds which are slept in, above the occupancy as stated by you, will be subject to a cleaning charge.
- Bath towels are supplied but not for use on the beach, guests must provide their own beach towels.

- An inventory is provided – please notify your host as soon as possible if any items are missing or defective.
- Parking is available, either on site, off street, or on street. Please respect the environment and gardens and be mindful of traffic and other vehicles.

Cleaning:

- This is a self-catering facility, but we can gladly provide you with a cleaning service by prior arrangement at additional costs.
- Start-up cleaning materials and toilet paper are provided.
- Laundry facilities are available in Yzerfontein – please check out our website under ‘LOCAL CONTACTS’ for 2 options.
- Please make use of the dustbins provided and the arrangements for refuse. Refuse collections are every Monday and Thursday morning. Please make use of the recycle bins around town near the Municipal Hall and in Dassen Island, Pearl Bay.
- 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.
- Also refer to our ‘EXTRAS & SPOILS PROGRAM’ to request a specific service or assistance during your stay with us.

Household safety & security:

- This is a non-smoking facility, but you are welcome to smoke outside, providing that you use a cigarette butt dispenser.
- Please only make fires in the braai areas, and only use charcoal in the Weber.
- When using gas hobs, please turn off the gas at the cut-off switch when not in use, for safety purposes.
- 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 – please contact the *24 hour neighbourhood watch number* for assistance: **083 444 0672**.
- A medical practitioner is available in town but unfortunately not 24 hours per day. Please check our website under ‘LOCAL CONTACTS’ for telephone numbers.
- Every effort is made to service and maintain all amenities, equipment and appliances to a fully operable and safe condition. Guests are requested to use and operate all these in a responsible manner. Kindly report any faulty conditions to the owners.

- 30 Volstruis is in a residential area, please respect our neighbours and refrain from events or parties without prior permission.
- Minors are the sole responsibility of the parents and/or guardians in whose care they are whilst visiting.
- Should any guest(s) be involved in the unfortunate situation of a crime taken place, please contact Karen Schröder on 083 453 2336 or Mariaan Heyns on 082 897 0777 immediately.

The environment:

- The Yzerfontein residential area is surrounded by nature reserves and Green Belts are running through the town. We ask that guests always respect the environment.
- Apart from a variety of small wild animals there are also snakes, such as Puffadders and Cape Cobras, during the warmer seasons. It is therefore advisable not to wander into the fynbos unattended. Should you encounter a snake, please contact the “snake catcher” on the number provided in the information book.
- 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 – they were here first!
- Since the West Coast is an arid environment, the local communities experience water restrictions from time to time. Please help us by using water responsibly.

Pets:

- Please ensure that you have confirmation that an establishment is pet friendly, as well the number of pets (and their sizes) are allowed.
- When an establishment is pet friendly, an additional charge may apply to allow for additional laundry and wear and tear on the property and garden. Please bring their bedding with you and, out of courtesy for other guests, refrain from allowing them on the furniture and beds.
- Please make use of poo bags, as well as dispensers on the beach or around town and leave the garden clean upon departure. If not, a surcharge will be incurred.
- Yzerfontein Accommodation has PET OWNER CODE OF CONDUCT before arrival.

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. When booking at our establishments, the guest(s) hereby indemnifies the owner of the establishment and Yzerfontein Accommodation against any claims arising from any injury, loss, theft, or damage suffered by them on the premises. Guests enter at own risk.