



# JUST FOR YOU

**15 Dolfyn Street, Yzerfontein, West Coast**

## **TERMS & CONDITIONS**

### **Bookings & check-in**

- Upon your enquiry for accommodation a quote will be provided to you.
- A 30% deposit is to reserve the establishment, and full payment is required one week prior to occupation (one month for bookings during the Christmas period).
- 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.
- It is the guest's responsibility to report any defect or problem to the host at the time of taking occupancy.
- You are welcome to check in from 15:00 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.
- Only paying guests are allowed on the premises – visiting guest(s) 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 14 days, 50% refundable.
- Cancellation less than 14 days, no refund.

### **Breakage & damages**

- Bath towels are supplied but not for use on the beach, guests must provide their own beach towels.
- There are plenty of reading and recipe books available. Feel free to use these, but please do not remove any books from the premises.

### **Cleaning**

- This is a self-catering facility, but for a lengthy stay we will gladly provide you with a cleaning service by prior arrangement.
- Laundry facilities are available at the Villa Fontana Centre.
- Please make use of the dustbins provided. Refuse collections are every Monday morning, and can be placed outside the property. Please make use of the recycle bins around town, your closest is next to tennis courts behind the bowling club.
- Start-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.

### **Household safety and security**

- This is a non-smoking facility, you are welcome to smoke outside, providing that you use a cigarette butt dispenser.
- Please only make fires in the braai areas.
- We should mention that even though Yzerfontein is statistically a very low crime area, caution should still be taken, and the premises be locked and alarm activated when you are away.
- A medical practitioner is available in town but unfortunately not 24 hours per day, contact numbers for them, the pharmacy and emergency medical response services are provided.
- 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.
- Our house is in a residential area, please respect our neighbours and refrain from events or parties.

### **The environment**

- 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 snakes such as Puffadders and Cape Cobras during the warmer season and it is therefore advisable not to wander into the fynbos unattended. Should you encounter a snake please contact the 'snake catcher'
- 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.
- Due to the fact that the West Coast is an arid environment, we are experiencing a severe drought, please use water responsibly, this includes the washing machine.

**Pets**

- You are welcome to bring your pets (on request only) with you on holiday, please bring their bedding with you and, out of courtesy for other guests, refrain from allowing them on the furniture and beds.

**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 this property the guest/s hereby indemnifies the owner of the property 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.