

Tweede Wind

Self-catering Holiday Apartment Yzerfontein

Terms & Conditions (12 January 2022)

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.
- 50% deposit upon reservation, and full payment is required prior to occupation.
- Tweede Wind has two double rooms and the rates are per room per night, maximum two persons sharing, up to a maximum of 4 persons in the apartment. There is no flat rate for the entire apartment, except during the holiday season.
- Even if only one bedroom is booked, the facility will never be shared with strangers, however, you will have access to all the common areas except the vacant second room and bathroom, which will not be available.
- A minimum stay of two nights per booking is required.
- Clear acceptance of our T&C's is a condition of stay. All guests must be made aware of such by the person making the booking.
- 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. If there is a need to leave later, please check if it will be possible.
- Only paying guests are allowed on the premises. No visitors are allowed for weekend guests. For longer term guests, a maximum of two visitors may be allowed for a maximum of two hours and not later than 22:30, subject to prior approval by the owners. 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 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:

- There is no breakage or key deposit, but please 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. The standard local fee for a cleaner will be indicated by the owner but will be paid directly by the guest.
- There is a laundry service in town.
- Fresh bed linen and towels will be supplied as agreed between the parties, unless there is a need to have it replaced sooner.
- Cleaning materials are provided.
- Refuse may be placed in the wheely bin next to the entrance gate.
- 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 / -vaping facility, but you are welcome to do so 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. Illegal substances may not be used anywhere on the premises.
- The Yzerfontein residential area is surrounded by private ground, 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 a response company and neighbourhood watch. The outside beams will however only be activated with the 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, We do subscribe to an afterhours paramedic service which is available should you need such assistance. Please see the emergency phone list and contact us in the event of 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 as per the displayed guidelines and 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 indemnify/ies the owners 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.