



TERMS & CONDITIONS

Bookings & Check-in:

- Upon your enquiry for accommodation a quote will be provided to you.
- A 50% deposit is to reserve the establishment, and full payment is required prior to occupation.
- Banking costs and international deposits will be for the guests' 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 machining the reservations and payment should ensure that everyone else in the party has read these terms and conditions and accept full responsibility and liability thereof.
- **PLEASE NOTE: The maximum guest allowed on the premises is 7(children included) A fine of R500.00 per person extra per day will be imposed on non-compliant guests.**
- 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 any time from 15:00 to 18:00 (or later, by arrangement) on the day of arrival. Departure no later than 10:00.

Cancellation: (R250 administration apply)

- Cancellation longer than 30 days, 100% refundable
- Cancellation between 29days and 15 days, 75% refundable
- Cancellation 14 days or less, no refund.

Breakage and Damages:

- A refundable breakage deposit of R2500.00 is requested, this will be refunded 72 Hours after departure, provided there is no breakages, items missing or the house is left in an acceptable condition.
- Bath towels are supplied but not for use on the beach, guest should provide their own beach towels.



Cleaning:

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

Pets:

- Unfortunately, **NO** pets can be accommodated.

Safety, health, environment & security:

- This is a **non-smoking** facility, but you are welcome to smoke outside, 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 guests to respect the environment at all times.
- Apart from the variety of small wild animals, there are also snakes such as Puff adders and Cape Cobra during the warmer season and it is therefore not to wander into the fynbos unattended. 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, the local communities experience water restrictions from time to time, please help us by using water responsibly.
- We should mention that even though Yzerfontein is statistically a very low crime area, caution should still be taken and the premises should be locked when you are away.
- A medical practitioner is available in town but unfortunately not 24 hours per 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 and operate all these in a responsible manner. Kindly report any faulty condition to the owners.



INDEMNITY

The proprietor, its agents and/or its employees shall not be liable for any injury, loss, theft or damage suffered by a guest/s on the premises, irrespective of whether such result arises from any willful, negligent or grossly negligent act or omission on the part of the proprietor, its agents and/or its employees. The guest/s hereby indemnifies the owner of On the Rocks (3 11th avenue) against any claim arising from any injury, loss, theft or damage suffered by them on the premisses.

Guest/s enter at their own risk