



21 Flamingo House,

## BOOKING POLICY AND TERMS

### Booking & Check-In Policy:

1. Once you have made an inquiry for accommodation, we can provide you with a quote that can be confirmed by request.
2. Quotations are valid as stated on the quote and rates are inclusive of VAT and subject to change without prior notice.
3. In exceptional circumstances, we reserve the right to cancel the booking and provide a full refund or relocate you to similar accommodation with your agreement.
4. To secure your reservation, a 30% deposit is required. The full payment must be made one week in advance of arrival and two weeks in advance during peak season.
5. For reservations made within 7 days of arrival, full payment is required immediately.
6. Banking fees for international transfers will be borne by the guest and will be added to the final payment. Our banking details are available on our reservation forms and website.
7. The person responsible for making the reservations and payments must be part of the guests' group and must ensure that everyone else in the party has read these terms and conditions and accept full responsibility and liability thereof.
8. It is the guest's responsibility to report any defects or problems upon check-in.
9. Check-in is from 3:00 PM to 6:00 PM (or later by prior arrangement) on the day of arrival, and keys must be returned by 10:00 AM on departure day. Please inform us of your estimated arrival and departure times.
10. Alternative check-in and check-out times must be arranged in advance.
11. On arrival, you will be given the keys and an alarm system remote, which must be returned on departure. A drop box is available for key returns if necessary.
12. Only paying guests are permitted on the premises and visiting guests are allowed only by prior arrangement.
13. We reserve the right of admission and strict adherence is expected.

### Cancellation Policy:

#### Standard:

- Cancellation longer than 14 days, 100% refundable.
- Cancellation between 14 and 7 days, 50% refundable.
- Cancellation less than 7 days, no refund.

#### High Season:

- Cancellation longer than 30 days before arrival, 100% refundable.





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### **Breakage, Damage, & Parking Policy:**

1. If a breakage deposit is not taken, please inform us of any accidental damage.
2. If a breakage deposit is taken, it will be used to cover any damages incurred.
3. If any deductions are necessary, we will notify you within 2 days of departure and make a refund, if any, within 2 days to your nominated bank account.
4. Additional charges will apply if more guests than booked are found to be using the premises.
5. A cleaning fee may be deducted from the breakage deposit if the house is left in an excessively dirty state.
6. Beds used by guests above the agreed occupancy will be subject to a cleaning fee.
7. Bath towels are provided, but guests must bring their own beach towels.
8. Undercover parking is available on-site. Please be mindful of traffic and other vehicles and respect the environment and gardens.

### **Cleaning:**

1. This is a self-catering property, but for extended stays, we can provide you with optional cleaning services by request. Basic cleaning supplies and toilet paper are provided upon arrival. Laundry facilities are available in Yzerfontein, please refer to the Welcome Booklet for more information and options.
2. We ask that you use the designated waste bins and recycling facilities, as refuse is collected every Monday and Thursday mornings. To maintain the quality of the drains in Yzerfontein, only toilet paper should be used in the toilets.
3. For additional requests and services, please consult our EXTRAS & SPOILS PROGRAM, which is outlined in the Welcome Booklet. You can also view the form online at <https://www.21flamingohouse.co.za/wp-content/uploads/2023/03/Yzerfontein-Accommodation-Spoils-and-Services-Form.pdf>

### **Household Safety and Security:**

1. This property is a non-smoking facility, but smoking is permitted outside, with the use of designated cigarette butt dispensers.
2. Open fires are only allowed in designated braai areas. For safety, please turn off the gas supply at the cut-off switch when not in use.
3. Although Yzerfontein has a low crime rate, we advise caution and recommend locking the premises when you are away. The 24-hour neighbourhood watch number is available for assistance: 083 444 0672.
4. A medical practitioner is located in the town, but not available 24 hours a day. Contact information is available in the Welcome Booklet.
5. Our team is dedicated to ensuring the safety and functionality of all amenities, equipment, and appliances, and we kindly ask that you use them responsibly and report any malfunctions to the owners.
6. This property is located in a residential area, please be respectful of our neighbours and refrain from organizing events or parties without prior approval.
7. Minors are the sole responsibility of their parents or guardians during their stay. In the event of a crime, please contact Karen Schröder at 083 453 2336 immediately.





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### **Environment:**

1. The Yzerfontein neighbourhood is surrounded by nature reserves and surrounded by Green Belts. We kindly request that guests preserve the environment at all times.
2. There may be small wildlife and snakes like Puffadders and Cape Cobras during the warmer months, so it is best to avoid wandering into the fynbos unescorted. If you encounter a snake, please call the designated “snake catcher” as listed in the information book.
3. During breeding season, ostriches can be dangerous, so please give them right of way and avoid approaching them. As the West Coast is a dry environment, water restrictions may be in place. Please use water responsibly to help conserve resources.

### **Pets:**

1. Unfortunately, House 21 Flamingo does not allow any pets.

### **Indemnity:**

1. The owners, agents, and employees of Yzerfontein Accommodation cannot be held liable for any injury, loss, theft, or damage suffered by guests while on the premises.
2. By booking with us, guests agree to indemnify the owner and Yzerfontein Accommodation against any claims arising from injury, loss, theft, or damage suffered during their stay.
3. Guests enter the premises at their own risk. Maintaining a safe, clean, peaceful, and respectful environment is our top priority and forms the foundation of our risk management strategy.
4. Please view our indemnity form online.

