



# 9 On Dolfyn

9 Dolfyn Straat, Yzerfontein

## Terms & Conditions

### Bookings & check-in:

- Upon your enquiry for accommodation a quote will be provided to you.
- Pets are welcome at 9 On Dolfyn at a charge of R250 per pet per stay (maximum of two pets).
- 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.
- The person making the booking should be part of the group staying at the property and be present for the entire duration of the stay. (No third-party bookings are allowed).
- 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 on the day of arrival and are required to hand in the keys by 10:00 on the day of departure.
- Check in after 18:00 is by prior arrangement and will incur an extra charge of R100. A late departure is not guaranteed; it may be requested and may incur an extra charge.
- Parking on site is available on the driveway behind secure gates, please do not park on the grass.
- Only paying guests are allowed on the premises – visiting guest only by arrangement.
- The right of admission is reserved and strictly applied.

**Cancellation:****Standard season:**

- 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 in advance of booking is 100% refundable.

**Breakage & damages:**

- A deposit of R1500 will be taken against any damages incurred. If there are any deductions to be made, then we will notify you within 4 days of your departure. Refunds, if any, are made every Friday into your nominated bank account. (Not providing banking details will result in a delay in payment).
- Bath towels are supplied but not for use on the beach, guests should provide their own beach towels. You will be charged for laundry services.
- An inventory is provided, please notify your host as soon as possible if any items are missing or defective.
- A cleaning surcharge can be deducted from a breakage deposit if the house is left excessively dirty (this includes dishes, braai areas, outdoor areas, linen and/or furnishings)

**Cleaning:**

- This is a self-catering facility, but for a lengthy stay we can gladly provide you with a cleaning service by prior arrangement.
- Laundry facilities are available (please check Local Contacts on [www.yzerfonteinaccommodation.co.za](http://www.yzerfonteinaccommodation.co.za)).
- Please make use of the dustbins provided. Refuse collections are every Monday morning and can be placed outside the property in the basket. Please make use of the recycle bins around town, your closest is just up the road between the tennis courts and the 'village' hall.
- 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 and fireplace.
- We have a gas hob, for safety please turn off the gas at the cut-off switch when not in use.
- 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 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' 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.
- Due to the fact that the West Coast is an arid environment, the local is experiencing a severe drought, please use water responsibly, this includes the washing machine.

**Pets:**

- We welcome your furry friends at 9 On Dolfyn for an additional charge of R250 per pet per stay to allow for additional laundry, cleaning and wear and tear on the property and garden.
- You are welcome to bring your furry friends 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.
- If you have forgotten your bedding and bowls, you are welcome to borrow ours, they are in the laundry cupboard.
- It is not permitted to leave pets on the property without the owners being present, please take them with you.
- Please pick up after your pets in town and at the house. If you fail to clean up after your pets, a surcharge of R200 for cleaning will be incurred.

**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 9 On Dolfyn the guest/s hereby indemnifies the owners of 9 On Dolfyn against any claims arising from any injury, loss, theft or damage suffered by them on the premises. Guests enter at own risk.

9 On Dolfyn operates as a holiday rental (short-term) and therefore you are required to have a permanent home address in order to stay. By staying at 9 on Dolfyn you therefore confirm that you have an alternative permanent address which you have provided to Yzerfontein Accommodation, along with their ID numbers.