

TERMS & CONDITIONS

BOOKINGS & CHECK-IN:

- UPON YOUR ENQUIRY FOR ACCOMMODATION A QUOTE CAN BE REQUESTED FROM THE WEBSITE OR WILL BE PROVIDED TO YOU.
- QUOTATIONS ARE VALID AS STIPULATED IN THE QUOTATION.
- ALL RATES ARE INCLUDING VAT AND CAN BE CHARGED WITHOUT PRIOR NOTICE.
- WE RESERVE THE RIGHT TO CANCEL AND REFUND ACCOMMODATION IN SITUATIONS OF CRISIS OR MOVE GUESTS TO ALTERNATIVE (SIMILAR) ACCOMMODATION WITH THEIR PERMISSION AND AGREEMENT.
- A 30% DEPOSIT IS TO RESERVE THE ESTABLISHMENT, AND FULL PAYMENT IS REQUIRED 1 WEEK PRIOR TO OCCUPATION (DURING HIGH SEASON 2 WEEKS PRIOR TO OCCUPATION). PLEASE NOTE: NO CREDIT CARD FACILITIES AVAILABLE ON SITE.
- RESERVATIONS WITHIN 7 DAYS OF ARRIVAL ARE PAYABLE IN FULL.
- FULL PAYMENT IS REQUIRED BEFORE ACCESS IS ALLOWED TO THE ESTABLISHMENT.
- BANKING COSTS FOR INTERNATIONAL DEPOSITS, WILL BE FOR THE GUEST'S 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.
- BANKING DETAILS REFLECT ON OUR WEBSITE WHEN YOU CLICK ON REQUEST A QUOTE / VIEW RATES.
- THE PERSON RESPONSIBLE FOR MAKING THE RESERVATIONS AND PAYMENTS SHOULD ENSURE THAT ANYONE ELSE IN THE PARTY HAVE READ THESE TERMS AND CONDITIONS AND ACCEPT FULL RESPONSIBILITY AND LIABILITY THEREOF.
- IT IS THE GUESTS' RESPONSIBILITY TO REPORT ANY DEFECT OR PROBLEM TO THE AGENT/OWNER 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.
- KEYS ARE WITH OUR HOST, MARIANNE. SHE WILL ASSIST YOU UPON ARRIVAL AND TAKE YOU THROUGH EVERYTHING. MARIANNE CAN BE CONTACTED AT 079 880 1552. PLEASE COMMUNICATE YOUR ETA TO MARIANNE, TO ENSURE SMOOTH CHECK-INS/OUTS.
- EARLIER CHECK IN AND LATE CHECK OUT MIGHT INCUR EXTRA COST, PLEASE INQUIRE IN ADVANCE.
- HOUSE RULES ARE EMAILED ON CONFIRMATION OF FULL PAYMENT.
- PARKING AVAILABLE ON SITE.
- ONLY PAYING GUESTS ARE ALLOWED ON THE PREMISES – VISITING GUEST ONLY BY ARRANGEMENT.
- THE RIGHT OF ADMISSION IS RESERVED AND STRICTLY APPLIED.

CANCELLATION:

- CANCELLATION 30 DAYS OR MORE BEFORE OCCUPATION, 100% REFUNDABLE.
- CANCELLATION BETWEEN 29 DAYS AND 15 DAYS BEFORE OCCUPATION, 75% REFUNDABLE.
- CANCELLATION BETWEEN 14 AND 7 DAYS, 50 % REFUNDABLE.
- HIGH SEASON CANCELLATION – NO REFUNDS AFTER 14 DAYS' NOTICE OF CANCELLATION.
- CANCELLATION LESS THAN 7 DAYS BEFORE OCCUPATION, NO REFUND.

BREAKAGE & DAMAGES:

- A BREAKAGE DEPOSIT OF R 500.00 IS APPLICABLE.
- WE KINDLY REQUEST THAT YOU INFORM US OF ANY ACCIDENTAL DAMAGES.

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Unit 6, Seaview Centre, Volstruis Ave, Yzerfontein, 7351

- THE BREAKAGE DEPOSIT WILL BE RETURNED 5 WORKING DAYS AFTER YOUR DEPARTURE, TO YOUR NOMINATED BANK ACCOUNT, PROVIDED THAT ALL CONDITIONS ARE MET.

CLEANING:

- THIS IS A SELF-CATERING FACILITY, BUT WE CAN GLADLY PROVIDE YOU WITH A CLEANING SERVICE BY PRIOR ARRANGEMENT. THE CLEANING SERVICE IS R350, TO BE PAID DIRECTLY TO THE ARRANGED CLEANER. WORKING TIME 08H00 TO 15H00.
- START-UP CLEANING MATERIALS AND TOILET PAPER ARE PROVIDED.
- PLEASE NOTE THAT A CLEANING FEE CAN BE DEDUCTED FROM A BREAKAGE DEPOSIT FOR HOUSES THAT ARE LEFT WITH EXCESSIVE DIRTY DISHES AND / OR LINEN OR ANY UNSATISFACTORY CONDITION.
- BEDS WHICH ARE SLEPT IN, ABOVE THE OCCUPANCY AS STATED BY YOU, WILL BE SUBJECT TO A CLEANING CHARGE.
- BATH TOWELS ARE SUPPLIED BUT NOT FOR USE ON THE BEACH. GUESTS SHOULD PROVIDE THEIR OWN BEACH TOWELS.
- THE WASHING MACHINE IS AVAILABLE FOR USAGE. PLEASE NOTE THAT IT IS A WASH/DRY COMBO AND MARIAAN WILL SHOW YOU HOW IT WORKS.
- PLEASE MAKE USE OF THE DUSTBINS PROVIDED AND THE ARRANGEMENTS FOR REFUSE. REFUSE COLLECTIONS ARE EVERY MONDAY MORNING. PLEASE MAKE USE OF THE RECYCLE BINS AROUND TOWN NEAR THE MUNICIPAL HALL AND IN DASSEN ISLAND, PEARL BAY. MARIAAN IS AVAILABLE TO ADVISE.
- 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.
- PLEASE REFER TO OUR EXTRAS & SPOILS PROGRAM TO REQUEST SPECIFIC SERVICE / ASSISTANCE DURING YOUR STAY WITH US.

SAFETY, HEALTH, ENVIRONMENT & 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 BUILT-IN BRAAI IN THE LIVING AREA.
- 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 SEASONS 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. IT IS ADVISABLE TO 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 BE LOCKED WHEN YOU ARE AWAY.
- MEDICAL PRACTITIONERS ARE AVAILABLE IN TOWN BUT UNFORTUNATELY NOT ALWAYS 24 HOURS PER DAY – PLEASE CHECK OUR WEBSITE / LOCAL CONTACTS FOR TELEPHONE NUMBERS.
- 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.

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- THE HOUSE IS IN A RESIDENTIAL AREA, PLEASE RESPECT OUR NEIGHBOURS. NO LOUD MUSIC AND PARTIES BETWEEN 22:00 AND 08:30.
- MINORS ARE THE SOLE RESPONSIBILITY OF THE PARENTS AND / OR GUARDIANS IN WHOSE CARE THEY ARE WHILST VISITING.
- SHOULD ANY GUEST BE INVOLVED IN THE UNFORTUNATE SITUATION OF A CRIME TAKING PLACE, PLEASE CONTACT KAREN SCHRÄDER ON 083 453 2336.

PETS:

- ONLY SMALL, HOUSED TRAINED PETS ARE ALLOWED BY ARRANGEMENT. PLEASE NOTE: THAT ANY DAMAGES CAUSED BY PETS WILL BE FOR THE GUEST'S ACCOUNT.

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 APARTMENT 6 THE GUEST/S HEREBY INDEMNIFIES THE OWNER OF APARTMENT 6 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.