



Terms & Conditions

Right of admission:

Atlantic 62 Yzerfontein reserves the full right of admission and accepts no liability for any loss or damage that may result from the legal and reasonable exercising of such rights.

By entering Atlantic 62, Yzerfontein, guests grant the Owner or Host the right to request guests to vacate the venue if found Terms and Conditions or House rules have been violated. In such cases, it is up to the discretion of the owner to refund guests for unused stay.

Bookings & check-in:

- Upon your enquiry for accommodation a quote can be drawn from the website or a quote confirmation can be requested.
- Quotations are valid as stipulated on the quotation.
- All rates are including VAT and can be changed 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 in advance and during high season 2 weeks in advance of arrival.
- Reservations within 7 days of arrival are payable in full.
- Full payment is required before accessing 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 amount / the final payment.
- 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. No 3rd party bookings are allowed and therefor the guest doing the reservation must be part of the group for the duration of the booking
- 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 from 15:00 to 17:00 (or later but only by arrangement) on the day of arrival and are required to hand in the keys by 10:00 on the day of departure. This can be extended to 11:00 with prior arrangement.

- Estimated times of arrival and departure must be communicated to the welcoming staff member or owner to ensure smooth check-ins/outs.
- Only paying guests are allowed on the premises – visiting guest(s) welcome only by prior arrangement.
- The right of admission is reserved and strictly applied.

Smoking:

- Smoking is completely forbidden inside the venue.
- Smoking is permitted outside the venue. Please use ashtrays placed outside on the patio barbecue area.
- Please do not place cigarette butts anywhere but within designated and marked ashtrays, outside of the venue.

Guest Rooms:

- It is strictly forbidden to use flammables for heating, cooking or the like, irons, candles, etc in the guest rooms or open area.
- Cooking, eating and storing food in the rooms is not allowed.
- Please do not use guest rooms for business activities or for any purposes other than accommodation use, without the consent of the host.

Cancellation:

- 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.

Executive Office Use

- The executive office is fully equipped to host an office meeting – please advise if you require any additional assistance or on the day services.
- Times: 07:30 – 17:00 / should you want to stay later, please advise in advance.
- When booking this facility, the use of all amenities (excluding rooms) is included.
- The honesty bar can be stocked in advance with additional items upon request.
- All meals and refreshments must be ordered a week in advance.
- Yzerfontein Accommodation is available through their EXTRAS AND SPOILS SERVICES to provide guests with e.g. airport transfers, stocking of kitchen with fresh homemade produce and products or private chef services etc – please inquire.
- A buffet style menu is available as an option for meals / breaks – please provide us with your specific requests
- Yzerfontein Accommodation, Atlantic 62 and the owners of both businesses would like you to take note that they cannot be liable for any damages to electronic or personal items brought on to the premises by guests. Please also refer to the Standard Indemnity at the end of this document.

Breakage & Damages & Parking:

- When a breakage deposit is not charged, we kindly request that you inform us of any accidental damages.
- When a breakage deposit is charged, it will be taken against any damages incurred. If there are any deductions to be made, we will notify you within 2 days of your departure and a refund, if any, will be made within 2 -7 (on Fridays) days of your departure to your nominated bank account.
- Unfortunately, additional charges will be imposed if more guests than booked for are utilising the premises.
- 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.
- Bath towels are supplied but not for use on the beach, guests must provide their own beach towels.
- Parking is available either on site, off street, or on street. Please respect the environment and gardens and be mindful of traffic and other vehicles.

Cleaning:

- This is a self-catering facility, but for a lengthy stay we can gladly provide you with a cleaning service by prior arrangement.
- Start-up cleaning materials and toilet paper are provided.
- Laundry facilities are available in Yzerfontein – please check out our website ‘LOCAL CONTACTS’ for 2 options.
- Please make use of the dustbins provided and the arrangements for refuse. Refuse collections are on Thursday mornings. Please make use of the recycle bins around town near the Municipal Hall and in Dassen Island, Pearl Bay.
- 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.
- Servicing of the unit during your reservations can be requested in advance and at an additional cost.

Household safety and security:

- Please only make fires in the braai areas, and only use charcoal in Webers.
- When using gas hobs, please turn off the gas at the cut-off switch when not in use, for safety reasons.
- 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 – please contact the 24 hours neighbourhood watch number for assistance: **083 444 0672**.
- A medical practitioner is available in town but unfortunately not 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 host.
- This apartment/house is in a residential area, please respect our neighbours and refrain from events or parties without prior permission.
- Minors are the sole responsibility of the parents and/or guardians in whose care they are whilst visiting.

Household rules

- Guests staying in the Guest House are not entitled to bring unauthorized guest(s) to stay in the Guest House.
- Guests have no access to rooms and areas marked "PRIVATE".
- Avoid making noise or disturbing neighbours. Musical instruments, radios, televisions, stereo's, and/or any other source of amplified sound shall be played at volume that shall not disturb or annoy neighbours. Specific attention to limiting noise between the hours of 22h00 and 08h30. Guests are not allowed to make any noise outside the venue or directly in front of the venue.
- Pets: No pets are allowed in or outside of the venue.

The Jacuzzi / Hot tub

- The jacuzzi is at guests' disposal only with prior arrangement.
- Guests use the jacuzzi at their own risk.
- No Children are allowed near the jacuzzi without adult supervision.
- Keep the jacuzzi area and patio neat and clean at all times.
- Please familiarise yourself with further instructions about the use of the jacuzzi on the notice boards next to the barbeque area.

The environment:

The Yzerfontein residential area is surrounded by nature reserves and Green Belts are 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, rather do not approach them at any time and give them right of way – they were here first!
- 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.

Liabilities:

We hold guests responsible for any damage or loss caused to the venue by your acts or omissions, default, accident or neglect. By booking with us you agree to indemnify us and to pay us on demand an amount reasonably required to make good or to rectify such damage or loss caused by you. Normal wear and tear are excluded.

- Please report any accidents to the hosts in connection with any damage.

Indemnity:

Guests attend this venue at their own risk. 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 our establishments, the guest/s hereby indemnifies the owner of the establishment and Yzerfontein Accommodation against any claims arising from any injury, loss, theft or damage suffered by them on the premises.

Staying in the beautiful, clean Yzerfontein and being in a position to welcome guests to a peaceful and mutually respectful environment and community is our priority and this forms the basis of our risk management.