

ATLANTICA

59 Lutie Katz Drive Yzerfontein

Terms & Conditions

BY INITIALING EACH PAGE AND SIGNING BELOW YOU ACKNOWLEDGE THAT YOU HAVE READ AND ACCEPTED OUR TERMS & CONDITIONS AND HAVE SHARED ALL RELEVANT INFORMATION WITH ALL GUESTS ENTERING THE PROPERTY.

Sleeping arrangements:

The main house sleeps 16, however there is a sleeper couch in the games room that can furthermore accommodate 1 adult or 2 children.

- There are 7 bedrooms and 6 bathrooms (please refer to the house layout).
- All bedrooms have unobstructed or partial sea views.
- Bedrooms are furnished with either Double or Queen beds.
- Please note that our rates are calculated on a per person per night sharing basis. Should any additional beds be used not agreed upon prior arrangement there will be a R1000 per night fee charged per bed used.

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 72 hours prior to occupation. No cash will be accepted on arrival.
- 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.)
- The person responsible for making the reservations and payment (lessee) must be part of the guests' group and will ensure that everyone else in the party has read these terms and conditions and accept full responsibility and liability thereof.
- 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 (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.

- On-site off-street parking is available for up to 7 vehicles.
- Only paying guests are allowed on the premises – visiting guest only by arrangement.
- The right of admission is reserved and strictly applied.

Cancellation:

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.

Breakage & damages:

- A refundable breakage deposit of R1500.00 is requested, this will be refunded 72 hours after departure, provided there are no breakages, items missing or the house is not left in an acceptable condition. Although we do not expect guests to make beds or clean bathrooms, we do expect that the general tidiness of the house is returned as it was found. Failure to do so will result in a R 500 cleaning fee charged.
- Bath towels are supplied but not for use on the beach or by the pool - guests should make use of the colourful beach towels provided.

Cleaning:

- This is a self-catering facility, but we can gladly provide you with a cleaning service by prior arrangement at an additional fee.
- 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.

Safety, health, environment & security:

- This is a non-smoking facility, but you are welcome to smoke on the balconies, courtyards and braai areas outside, providing that you use a cigarette butt dispenser.

- Although children of all ages are most welcome and we encourage visits by families and friends, parents must be aware that caution must be taken with children on balconies with balustrades and steps and ramps around the property.
- The pool is secured with a professionally installed pool net to take the weight of an adult. The net will remain on the pool for safety reasons at all times. It will be the responsibility of the guest to remove and re install after swimming. In order to protect the life of young children or those than cannot swim. Should you require assistance to re install please do not hesitate to ask a property staff member for assistance as your safety and that of your group is our number one priority.
- Small children must not be left unattended in the pool area even though there is a secure safety net installed.
- A 50mbps fibre line is installed on the property which provides high speed WiFi connectivity throughout the property. Should this be technical or faulty at any time during your stay, kindly inform us so we can take appropriate action. Kindly refrain from changing any settings on the modem, TV's or boosters as this will result in a technician's call out fee for the guest's account. Please note that WiFi services are controlled by an external service provider which can result in outages from time to time. Should this happen, please understand that this is out of our control.
- Guests are to be mindful of neighbours and should keep noise levels to a minimum.
- 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.
- 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.
- A medical practitioner is available in the town.
- 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.

Pets:

Small pets are permissible, however only with prior arrangement as these have separate terms and conditions.

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 Atlantica, Yzerfontein, the guests hereby automatically indemnifies the owner of Atlantica, Yzerfontein 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.

Name: _____ Date: _____

Signature: _____