



31 Bakoond Road, Yzerfontein, West Coast, South Africa

Terms & Conditions of your stay with us

Bookings & Check-In:

- Upon your inquiry for accommodation, a quote can be drawn from the website / a quote confirmation can be requested.
- Quotations are valid as stipulated in 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 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 amount / the final payment.
- Banking details reflect on our website.
- The person responsible for making the reservations and payments should ensure that everyone else in the party has read these terms and conditions and accept full responsibility and liability thereof. This person should also be part of the group for the duration of the booking period as no 3rd party reservations are allowed.
- It is the guest's responsibility to report any defect or problem to the agent at the time of taking occupancy.
- Check-in from 15:00 onwards. Keys are in the Lock Box. Lockbox code and house rules emailed on confirmation of full payment. Departure time 12:00. Please communicate to the host your ETA to ensure smooth check-ins/outs
- The right of admission is reserved.

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 before arrival, 100% refundable.

Breakage, Damages & Parking:

- We kindly request that you inform us of any accidental damages.
- The breakage deposit will be returned 2 working days after your departure to your nominated bank account prior to all conditions met.
- Maximum guests 8.
- 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 use the green and white towels located downstairs in the lounge area (stored in grass basket).
- An inventory is provided - please notify your host as soon as possible if any items are missing or defective.
- Parking is available onsite - Please respect the environment and gardens and be mindful of traffic and other vehicles.

Cleaning:

- This is a self-catering facility, but for a longer stay, we can gladly provide you with a cleaning service by prior arrangement.
- Start-up cleaning materials and toilet paper are provided.
- Please make use of the dustbins provided and the arrangements for refuse. Refuse collections are every Thursday morning. 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.
- Also refer to our EXTRAS & SPOILS PROGRAM to request a specific service / assistance during your stay with us.

Household safety and security:

- This is a non-smoking facility, but you are welcome to smoke outside, providing that you use a cigarette butt dispenser.
- Please only make fires in the braai areas, and only use charcoal in Webbers.
- When using gas hobs, please turn off the gas at the cut-off switch when not in use, for safety.

- 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 owners.
- This house is in a residential area, please respect our neighbours. No loud music and parties between 10:00 pm and 08:00 am.
- 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 Schröder on 083 453 2336 or Paul on 0836357781.

The environment:

- The Yzerfontein residential area is surrounded by nature reserves and Green Belts are running through the town. We ask that guests always respect the environment.
- 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!
- Since the West Coast is an arid environment, the local communities experience water restrictions from time to time. Please help us by using water responsibly.

Pets:

- We understand pets are part of the family and may consider accommodating them **on request**. Please contact us **before booking** with details about your pet. Approval is required in advance and is granted at the host’s discretion.

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 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. Guests enter at their own risk.

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