

# **COSY HOUSE**

## Terms & Conditions

### **Bookings & check-in:**

- Upon your enquiry for accommodation a quote will be provided to you.
- A 30% deposit is required to reserve the establishment, and full payment is required one week prior to occupation (one month for bookings during the Christmas period).
- 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 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 (or later, by arrangement) on the day of arrival and are required to hand in the keys by 14:00 on the day of departure.
- Parking on site is available on the driveway
- Only paying guests are allowed on the premises – visiting guests 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 deposit of R1500 will be taken against any damages incurred or accosts for excessive cleaning required. If there are any deductions to be made then we will notify you within 2 days of your departure and a refund, if any, will be made within 7 days of your departure to your nominated bank account.
- Bath towels are supplied but not for use on the beach, guests should provide their own beach towels.
- An inventory is provided, please notify your host as soon as possible if any items are missing or defective.

## **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 at various laundromats in Yzerfontein.
- Please make use of the dustbins provided. Refuse collections are every Monday morning and can be placed outside the property. Please make use of the recycling bins around town, your closest is just off the main beach by the recreation club.
- 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, provided that you use a cigarette butt dispenser.
- Please only make fires in the braai areas
- 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 neighbors 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.
- Since the West Coast is an arid environment, please use water responsibly.

**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 Cosy House the guest/s hereby indemnifies the owner of Cosy House against any claims arising from any injury, loss, theft or damage suffered by them on the premises. Guests enter at their own risk.

Cosy House 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 Cosy House you therefore confirm that you have an alternative permanent address which you have provided to Yzerfontein Accommodation, along with their ID numbers.