



21 Roosmaryn Street, Yzerfontein
West Coast, South Africa
www.yzerfonteinaccommodation.co.za

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TERMS & CONDITIONS

- A 30 % deposit is payable to reserve your stay - rates include VAT
- All payments must be done in full before occupation of the unit - please check the validity period of the quote provided.
- During the high season, bookings of at least 5 nights will be accepted.
- The right of admission is strictly applied..
- The unit has 1 KING size bed which can be adjusted to 2 three quarter beds / twin bed on request. There is an additional ¼ bed in the living area for a 3rd person.
- Unfortunately, no more than 3 adults / 2 Adults and 1 child are allowed overnight.
- Guests are welcome at 15:00 on the day of arrival and are required to hand in their keys at 10:00 on the day of departure. Late departure will automatically entail an additional day rate.
- This is a strictly non-smoking facility.
- We kindly ask that guests leave the unit in the condition it was handed to them.
- The building is not equipped with an alarm but is patrolled by Yzerfontein Armed Response.
- 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.
- 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 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 and must be part of the visiting group as no 3rd party bookings are allowed
- It is the guest's responsibility to report any defect or problem to the agent at the time of taking occupancy.
- Bath towels as well as beach towels are supplied.

- Parking is available onsite - Please respect the environment and gardens and be mindful of traffic and other vehicles.

Cancellation policy

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.

Cleaning

- This is a self-catering facility, but for a longer stay, we can gladly provide you with a cleaning service by prior arrangement. The cleaning service is R150.
- 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 Monday morning. Please make use of the recycle bins around town near the Municipal Hall
- 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, provided that you use a cigarette butt dispenser. The building is not equipped with an alarm but is patrolled by Yzerfontein Armed Response.
- Please only make fires in the built-in braai in the stoep area.
- 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. 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 20:00 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 Schröder / 083 453 2336

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:

- Unfortunately, we cannot welcome any pets.

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 the basis of our risk management.

Amenities

Cooking

dishwasher / fridge /
freezer / microwave
/ oven / gas stove /
kettle & toaster /
Nespresso / air
fryer / pots & pans /
table cloth /
serviettes / salt &
pepper / oil / paper
towel / cloths &
cleaning liquid /
refuse bags

Accommodation

linen / blankets /
cupboards with
hangers / hair dryer
/ hot water bottles /
fan / heater /
heated blankets
/wheelchair friendly
/ extra blankets and
pillows

En-suite

shower / shower gel
/ basin / hand wash
/ toilet / toilet paper
/ towels / shower
mats

Exterior & Entertain

all braai utensils /
covered barbeque
area / garden chairs
/ table / cushions /
tablecloth /
umbrella// games/
beach towels

Additional Services

Full DSTV

Free WiFi (fibre)

Housekeeping on request

Shuttle Service to/from Cape Town International Airport – cost to be confirmed at reservation

Laundry Service on request – cost to be confirmed at reservation

We will gladly assist with any information or arranging seating at restaurants in our area