

SEE-WENDE HEMEL

TERMS & CONDITIONS

Facilities & Amenities 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 prior to occupation.
- 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 must be part of the guests' group as no 3rd party reservation is allowed and should ensure that anyone 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 agent/owner at the time of taking occupancy.
- You are welcome to check in from 15:00 on the day of arrival and are required to hand in the keys by 10:00 on the day of departure.
- Parking on site available.
- Only paying guests are allowed on the premises – visiting guest(s) only by arrangement
- The right of admission is reserved and strictly applied.

Facilities and Amenities:

- Full DSTV Bouquet.

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 & unsatisfactory condition of establishment:

We charge a R1500 refundable security deposit, but we kindly request that you inform us of any damage upon departure. See-wende Hemel. Should you want to bring your pets, we require a R3000 refundable security. This amount is refunded between 2-7 days after departure in the bank account provided

- Please note that we have the option of charging additional cleaning costs from your breakage deposit should you not leave the establishment in the condition you found it on arrival.
- Bath towels are supplied but not for use on the beach; guests must provide their own beach towels.

Cleaning:

- This is a self-catering facility, but for a lengthy (or short) stay we can gladly provide you with a cleaning service by prior arrangement and at an additional cost.
- 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 outside, providing that you use a cigarette butt dispenser.
- 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 dangerous snakes during the warmer season, and it is therefore advisable not to wander into the fynbos unattended. It is also best not to approach the ostriches and give them right of way.
- 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 town but unfortunately not 24 hours per day, but we do have a 24hr medical response person on duty.

- 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:

- Unfortunately, pets can only be accommodated per request and an additional deposit of R250 per pet will be charged. Please refer to the breakage deposit regarding 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 See-wende Hemel the guest/s hereby indemnifies the owner of See-wende Hemel 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.