



## Terms & Conditions:

### Bookings & check-in:

- Upon your enquiry for accommodation a quote will be provided to you.
- A 30% deposit is 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 should ensure that anyone else in the party have 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 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.
- Parking available on parking NO 65 or any open visitor's parking spot at entrance of the Apartment / maximum 2 vehicles allowed.
- **Only paying guests are allowed on the premises – visiting guests only by arrangement. Should this arrangement not be adhered to, the guests can be asked to leave the premises without any refund.**
- Unfortunately we cannot accommodate any 3rd party reservation without prior request / notice. The person doing the booking must be on the premises for the total duration of the reservation.
- 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 security deposit is charged and we kindly request that you inform us of any damage.
- We will refund you between 2 and 7 days after departure to the bank account provided.
- Bath towels are supplied but not for use on the beach, guests should provide their own beach towels.

## **Cleaning:**

- This is a self-catering facility, but for a lengthy stay we can gladly provide you with a cleaning service by prior arrangement.
- Start-up cleaning materials and toilet paper are provided.
- Refuse may be placed in a black bag in the provided black bins on the back porch and will be removed every morning.
- The drains in Yzerfontein are either soak or Municipal pump drains; therefore, please use only toilet paper in the toilets. Bins and disposable hygiene bags are provided for any other items that need to be disposed of.

## **Safety, health, environment & security:**

- This is a strictly non-smoking facility, but you are welcome to smoke outside, providing that you use a cigarette butt dispenser.
- Please only make fires in the built-in braai on patio.
- Close all gas valves (Oven and Fireplace) when not in use.
- 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 Puff adders and Cape Cobras during the warmer season and it is therefore advisable not to wander into the fibs unattended. 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.

- 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 - please see the emergency phone list.
- 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.
- The House is a residential area, please respect our neighbours. No loud music and parties between 22:00 and 08:30.
- Minors are the sole responsibility of the parties 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.

#### **Pets:**

- Unfortunately, no pets can be accommodated.

#### **TV Viewing & Wi-Fi:**

- Guests are provided with a Smart TV and access to viewing via the Internet.
- Wi-Fi is available and password to be provided at the premises.

#### **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 Villa 65 the guest/s indemnifies the owner of Villa 65 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.