

# WAVE SONG

## Reservation Terms and Conditions

### Bookings & check-in:

- Upon your enquiry for accommodation a quote can be requested from the website.
- Quotations are valid as stipulated on 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% non-refundable deposit is to reserve the establishment, and full payment is required 1 week in advance and during high season 1 month in advance of arrival.
- Reservations within 1 week of arrival is payable in full.
- Full payment is required before access can be given to the establishment.
- Banking and service costs for international deposits and credit card payments 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 payments should be part of the group staying and ensure that everyone 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 at the time of taking occupancy.
- You are welcome to check in from 15:00 to 18:00 (or later but only by arrangement and at an additional cost) on the day of arrival and are required to hand in the keys by 11:00 on the day of departure. Estimated times of arrival and departure must be communicated to the welcoming staff member or owner to ensure smooth check-ins/outs.
- Only paying guests are allowed on the premises – visiting guest welcome 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 & Parking:**

- We kindly request that you inform us of any accidental damages.
- The refundable breakage deposit will be taken against any damages incurred. If there are any deductions to be made, we will notify you within 2 days of your departure and a refund, if any, will be made within 2 – 7 days of your departure to your nominated bank account.
- Unfortunately, additional charges will be imposed if more guests than booked for are utilizing the premises.
- 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 only for bath/shower.
- Beach towels are also supplied for use at pool and beach
- An inventory is provided - please notify your host as soon as possible if any items are missing or defective.
- Ample off street parking spaces is available.
- Please respect the environment and gardens and be mindful of traffic and other vehicles.

#### **Cleaning:**

- This is a self-catering facility, but a cleaning service can be provided by prior arrangement – please communicate with owner in advance.
- Start-up cleaning materials and toilet paper are provided.
- Laundry facilities are also available in Yzerfontein – please check out our website / LOCAL CONTACTS for 2 options.
- 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.

#### **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 area.
- 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 is available: **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 and refrain from events or parties without prior permission.
- The house is fitted with an alarm system, kindly always activate when you leave the premises.
- The house has limited backup of electricity during loadshedding period - guests are requested to use electricity mindfully
- Minors are the sole responsibility of the parents and/or guardians in whose care they are whilst visiting.
- Children are not permitted to use the pool area without adult supervision.

#### **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!
- Because 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:**

- NO pets allowed.

#### **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 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.**