

Solomon's

Terms & Conditions

Bookings & check-in:

- Upon your enquiry for accommodation a quote confirmation can be requested.
- 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% deposit is payable to reserve the establishment, and full payment is required 1 week in advance of arrival.
- Reservations within 7 days of arrival is payable in full.
- Full payment is required before access is allowed to the establishment.
- 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 payments should ensure that everyone else in the party has read these Terms and Conditions for Hand Home and accept full responsibility and liability thereof.
- It is the guest's responsibility to report any defect or problem to the agent or onsite contact at the time of taking occupancy.
- You are welcome to check in from 15:00 to 18:00 (or later but only by arrangement) on the day of arrival and are required to hand in the keys by 10:00 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.
- Yzerfontein Accommodation has a drop box which can be used to drop off keys on departure
- Only paying guests are allowed on the premises – visiting guest welcome only by arrangement.
- The right of admission is reserved and strictly applied.

Cancellation:

- Cancellation longer than 30 days, 100% refundable.
- Cancellation between 29 days and 15 days, 75% refundable.
- Cancellation between 14 and 7 days, 50% refundable.
- Cancellation less than 7 days, no refund.

Breakage & Damages & Parking:

- A breakage deposit is charged but we still kindly request that you inform us of any accidental damages.
- Unfortunately, additional charges will be imposed if more guests than booked for are utilizing the premises.
- Please respect the environment and surrounds and be mindful of traffic and other vehicles.

Cleaning:

- This is a self-catering facility, but for a lengthy stay we include a weekly cleaning service (excluding laundry) - dates and times to be arranged in advance.
- No cleaning material or toilet paper are provided.
- Laundry facilities are 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.
- 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 inquire in advance where and when outside braais are allowed
- 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.
- Children are allowed on own risk.

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!
- 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.

Pets:

- **Unfortunately, no 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 own risk.

Staying in the beautiful, clean Yzerfontein and being in a position to welcome guests to a peaceful and mutually respectful environment and community is our priority and this forms this basis of our risk management.