

A warm welcome to relax and enjoy your stay at

Stokkiesdraai @ 29 School Street in

YZERFONTEIN

(Owned by Thys and Coretha

Odendal)

Terms & Conditions for you stay:

Bookings & check-in:

- Upon your enquiry for accommodation a quote can be drawn from the website / a quote confirmation can be requested. The responsible person for making the booking, will be requested to provide his/her ID or passport number .
- 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 50% 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 10 days of arrival is payable in full.
- Reservations will be cancelled due to non/short payment on due dates, as requested on quotation.
- 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 (has to be over 21 years of age) and payments, should 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 or soonest thereafter.
- You are welcome to check in from 15:00 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 (Mr Fletcher 072 133 5354) or owner (Coretha 082 802 8875) 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.
(*High season cancelation - no refunds after 14 days' notice of cancelation*)
- Cancellation less than 7 days, no refund.

Breakage & Damages & Parking:

- A breakage deposit is charged, we kindly request that you inform us of any damages.
- Unfortunately, additional charges will be imposed if more guests than booked for are utilizing the premises.
- Parking is available, on site for a maximum of 4 cars. Please; no parking on the pavement or in the narrow street or on neighbour's property.

Cleaning:

- This is a self-catering facility, but for a lengthy stay we can gladly provide you with a cleaning service by special arrangement. Special requests can be fulfilled by Mr Fletcher @ a rate of R50 per hour. (He will only be available after normal working hours.)
- Start-up basic cleaning materials and toilet paper are provided.
- Washing machine are available in the house and there is more than one laundromat in Yzerfontein.
- Dishwasher in the kitchen.
- Please make use of the black bin provided in the back yard. Mr Fletcher will take care of it on Monday mornings. For recycling; make use of the recycle bins around town near the Municipal Hall/Tennis courts. Also do not dispose your cigarette butts anywhere on the pavement, n streets or in the garden.
- The drains in School street are 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 an ashtray for your butts.
- Please only make fires in the braai areas.
- 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**.
Nearest police station is SAPS Darling **022 492 2314**
- Medical practitioners, dentists, fisio etc are available in town but unfortunately not 24 hours per day. (Yzerfontein Ceal Island Medical centre 022 634 0003)
- Every effort is made to service and maintain all amenities, equipment, and appliances to a fully operable and in 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 any events, parties, matric weekends, bachelorette or bachelor parties or any loud music.
- Minors are the sole responsibility of the parents and/or guardians in whose care they are whilst visiting. No preschool children are allowed. The swimming pool has no fence or cover.
- Should any guest be involved in the unfortunate situation of a crime taken place, please contact Karen Schröder /083 453 2336 or Mariaan Heyns /082 897 0777 immediately

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.
- 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:

- Please note that pets are only allowed with prior arrangement. Medium to small dogs are allowed @ R50 per dog per day. (Max of two) Dogs may not leave the premises without being on a leash at all times.
- Please bring their bedding with you and, out of courtesy for other guests, refrain from allowing them on the furniture and beds.
- Please make use of poo bags, as well as dispensers on the beach or around town and leave the garden cleaned upon departure.
- Yzerfontein Accommodation has PET OWNER CODE OF CONDUCT before arrival

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.