

WHISPERING WHALE

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 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 12:00 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.
- Off street and onsite parking is available
- Only paying guests are allowed on the premises – **visiting guests 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, 50% refundable.
- Cancellation less than 14 days, no refund.

Breakage & damages:

- A refundable breakage deposit is charged and we kindly request that you inform us of any accidental damages.
- Bath towels are supplied but not for use on the beach, guests should provide their own beach towels.
- Should departing guests leave the house in a condition that requires more than the normal cleaning time, we will deduct these costs.

Cleaning:

- This is a self-catering facility, but for a lengthy stay we can gladly provide you with a cleaning service by prior arrangement and at additional costs.
- Start-up cleaning materials and toilet paper are provided.
- The drains in Jacobsbaai are septic tanks, 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 Jacobsbaai residential area is surrounded by Green Belts running through the town. **We ask that guests always respect the environment and behave in a respectable not noisy way and not disturb neighbours.**
- Apart from a variety of small wild animals there are also snakes such as Puffadders and Cape Cobras during the warmer season 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.
- 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.
- We should mention that even though Jacobsbaai 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 use the services of the hospitals in Vredenburg for emergency services.
- 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: 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 Whispering Whale Guesthouse, the guest/s hereby indemnifies the owner of Whispering Whale and Yzerfontein Accommodation t/a Jacobsbaai Accommodation against any claims arising from any injury, loss, theft or damage suffered by them on the premises. Guests enter at own risk.