

Hoekkraaltjie Farm Accommodation

15 Jacobuskraal Nature Reserve, Yzerfontein

Terms & Conditions of your stay with us!

Bookings & check-in:

- Upon your inquiry for accommodation, a quote can be drawn from the website / a quote confirmation can be requested.
- Quotations are valid as stipulated in 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 to reserve the establishment, and full payment is required 1 week in advance and during high season 2 weeks in advance of arrival.
- Reservations within 7 days of arrival are 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.
- Banking details reflect on our website on the Reservation forms.
- The person responsible for making the reservations 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.
- Check-in from 15:00 onwards. House rules emailed on confirmation of full payment. Departure time 11:00. Please communicate to the owner your ETA to ensure smooth check-ins/outs.
- The right of admission is reserved.

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 cancellation - no refunds after 14 days' notice of cancellation*)
- Cancellation less than 7 days, no refund.

Breakage & Damages & Parking:

- We kindly request that you inform us of any accidental damages.
- The breakage deposit will be returned 2 working days after your departure to your nominated bank account prior to all conditions met.
- Maximum guest 9. Additional guests by arrangement only.

- 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 not for use on the beach or pool, guests should provide their own beach and pool towels.
- An inventory is provided - please notify your host as soon as possible if any items are missing or defective.
- Parking is available onsite - Please respect the environment and gardens and be mindful of animals and tortoises.

Cleaning:

- This is a self-catering facility, but for a longer stay, we can gladly provide you with a cleaning service by prior arrangement.
- Start-up cleaning materials and toilet paper are provided.
- The washing machine is available for long stays only. (+7 Days)
- Please make use of the dustbins provided and the arrangements for refuse. Please make use of the recycle bins.
- The drains at Hoekkraaltjie Farm 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.
- Also refer to our EXTRAS & SPOILS PROGRAM to request a specific service / assistance during your stay with us.

Household safety and security:

- This is a non-smoking facility, but you are welcome to smoke outside, providing that you use the provided cigarette butt dispenser.
- Please only make fires in the braai areas, and only use charcoal in Webers.
- We should mention that even though Hoekkraaltjie Farm 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 nature reserve, please respect our animals and neighbours. *No open fires: cigarette butts MUST go into dispensers. Be mindful of snakes and scorpions. Please adhere to the 40km speed limit*
- Minors are the sole responsibility of the parents 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/083 453 2336

The environment:

- Jacobuskraal Nature Reserve is surrounded by fauna and flora, and Green Belts are running through the town. We ask that guests always respect the environment.
- Apart from a variety of small wild animals and tortoises, there are also scorpions, snakes such as Puffadders and Cape Cobras during the warmer seasons and it is therefore advisable not to wander into the fynbos unattended or without shoes. 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!
- 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:

- Unfortunately, we cannot welcome any pet

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, bites, loss, theft, or damage suffered by them on the premises. Guests enter at their own risk.

Our top priority is maintaining a serene and mutually respectful atmosphere in the pristine surroundings of Yzerfontein, ensuring a welcoming experience for our guests. This principle serves as the foundation of our risk management strategy.