

87 ATLANTIC DRIVE - YZERFONTEIN

TERMS & CONDITIONS

BOOKINGS & CHECK-IN

- Upon your enquiry for accommodation a quote can be drawn from our website or a quote confirmation can be requested.
- Quotations are valid as stipulated on the quotation.
- All rates 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 quotations.
- 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.
- You are welcome to check in from 15H00 to 17H00 (or later but only by arrangement) on the day of arrival and are required to hand keys by 10H00 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.
- Sorry NO PETS ALLOWED
- Only paying guests are allowed on the premises - visiting guest/s welcome only by arrangement
- The right of admission is reserved and strictly applied.

CANCELLATIONS

- 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.
- In the event of premature departure we may charge for the full original booking.

BREAKAGE & DAMAGES & PARKING

- When a Breakage Deposit is not charged, we kindly request that you inform us of any accidental damages.
- When a Breakage Deposit is charged, it will be taken against any damages incurred. If there are any deductions to be made, we will notify you within 2 days of departure and a refund, if any, will be made within 2 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.
- Maximum 6 guests on the premises. Depending on unit/s booked. House *4 sleeper and Flat *2 sleeper. **Please note: During December House*6 sleeper and Flat*2 sleeper**
- Please note that a cleaning fee between R600 - R1200 can be deducted from the Breakage Deposit for units that are left with excessive dirty dishes and/or linen or any unsatisfactory condition.
- Bath towels are supplied but not for use on the beach, guests should provide their own beach 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 traffic and other vehicles.

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.

- Laundry facilities are available in Yzerfontein - please check out our LOCAL CONTACTS for 2 options.
- Please make use of the dustbins provided and the arrangements for refuse. Refuse collections are every Monday and 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.
- Servicing of units during your reservations can be requested in advance and at an additional cost.

HOUSEHOLD SAFETY AND SECURITY

- This is a non-smoking facility, but you are welcome to smoke outside.
- Please only make fires in the braai areas.
- 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 owner.
- When using gas hobs, please turn off the gas at the cut-off switch when not in use, for safety.
- This property is in a residential area and therefore **NO** loud noise or music of whatsoever nature will be allowed. The owner reserves the right to ask any guest contravening this stipulation to vacate the property with immediate effect and the guest will forfeit any deposit or any payments paid in advance.
- Minors are the sole responsibility of the parents and/or guardians in whose care they are whilst visiting.
- 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**.
- A medical practitioner is available in town but unfortunately not 24 hours per day. Please check our website 'LOCAL CONTACTS' for telephone numbers.
- Should any guest be involved in the unfortunate situation of a crime taking place, please contact Karen Schröder/083 453 2336 or Paul/0823764478

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!
- 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 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 their 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.