

TERMS AND CONDITIONS

BOOKING

Upon enquiry for accommodation, a quotation may be provided via the website or by request.

Quotations are valid for the period specified on the quote.

All rates include VAT and are subject to change without prior notice.

To confirm a reservation, a 50% deposit is required. Full payment must be made at least 30 days before arrival.

For bookings made within 30 days of arrival, full payment is required upfront. Access to the property will only be granted once full payment has been received.

All banking fees, including those for international transfers, are the responsibility of the guest. These will be added to the final balance once calculated.

Only paying guests are allowed on the premises. Visitors are welcome but must be arranged in advance. Additional charges will apply for unregistered guests.

The right of admission is strictly reserved. The person making the reservation must be part of the group unless otherwise declared and is responsible for ensuring that all guests have read and accepted these terms.

CHECK-IN & DEPARTURE

Check-in time is between 15:00 and 18:00. Later arrivals require prior arrangement.

Guests must communicate estimated arrival and departure times with the welcoming staff.

Check-out time is by 10:00. Late check-out until 17:00 can be arranged in advance, subject to an additional charge and availability.

Guests are responsible for reporting any issues or damage upon arrival or during their stay.

One key will be provided per booking per house. Please leave in lockbox when leaving.

The property must be left in a clean and acceptable condition upon departure.

CANCELLATION POLICIES

The Owner reserves the right to cancel and refund bookings in cases of emergency or crisis, or to relocate guests to similar accommodations with their agreement.

The guests may cancel the booking, subject to the following:

- More than 90 days before arrival: 100% refundable (minus banking fees)

- Between 30 - 90 days: deposit will be held
- Less than 30 days: No Refunds

In situations of human tragedy the guest will have the option to reschedule their visit if stay is paid in full.

If guests leave before the end of their stay, no refunds will be issued. The booking remains binding for the full period.

REFUNDABLE SECURITY DEPOSIT

A R1,500 breakage deposit is required and will cover damages, including chipped crockery, stains, broken or missing items.

The property will be inspected after departure. The deposit will be refunded within 7 days, subject to deductions for any damage.

For significant damages, the replacement value will be charged. If repair quotes are required, the refund may be delayed until all costs are finalized.

If damages exceed the deposit amount, the balance will be invoiced to the guest and must be paid immediately.

Tampering with electrical systems, DB boards, or battery systems is strictly prohibited and may result in penalties.

CLEANING AND HOT TUB

The property is self-catering. Start-up cleaning supplies are provided. General cleaning before and after stay is included in the rate; excessive cleaning will incur additional fees.

Towels for bath, shower and hot tub use are provided.

Linen changes are not provided during a stay.

Daily cleaning services are available at an extra cost upon request and subject to availability.

As the house operates on a septic tank system, only toilet paper may be flushed. Bins are provided for the disposal of all other waste materials.

SMOKING AND FIRE

The property is strictly non-smoking indoors. Smoking is allowed only in designated outdoor areas. Please use the ashtray provided in the kitchen. Cigarette ends must be safely disposed of.

Fires are permitted only in designated braai and fireplace areas. Fires must always be supervised. Guests are responsible for any fire-related damage caused during their stay.

Firewood is provided, and additional wood is available for longer stays at extra cost. All fires must be extinguished before bedtime or departure.

Candles are not supplied and if brought, must be placed in fire-proof containers. Damage from wax or burns will be charged for.

SURROUNDINGS AND ENVIRONMENT

Please respect the residential neighborhood—no loud music, parties, or excessive noise. Events are not permitted.

Yzerfontein is surrounded by nature. Avoid disturbing wildlife and refrain from walking in fynbos without caution.

Snakes and ostriches may be present—do not approach wildlife.

Water is a limited resource. Please use it responsibly.

Keep the house locked when unoccupied. For emergencies, call the 24-hour neighborhood watch at 083 444 0672.

A local medical practitioner is available (not 24/7). See our website for details.

Children always remain the full responsibility of parents/guardians.

PETS

No pets are allowed on the premises unless prior approval by owner

LIABILITY AND INDEMNITY

All persons entering or staying at the property do so entirely at their own risk. To the fullest extent permitted by law, the Owner, Property Manager, their representatives, employees, and agents shall not be held liable for any injury, illness, death, loss, theft, or damage to any person or property, howsoever caused, whether arising from negligence, accident, act of God, or otherwise.

The Guest acknowledges and accepts that the Premises may contain potential hazards including, but not limited to, staircases, terraces, hot tub, fireplaces, and outdoor areas, and agrees to take all reasonable precautions to ensure their own safety and that of all other guests, including minors under their care.

The Guest further agrees to be held fully responsible for any loss of or damage to the property, furnishings, equipment, or surrounding environment caused by themselves, any member of their party, or their visitors—whether intentional, accidental, or due to negligence. The Guest undertakes to immediately reimburse the Owner for the full cost of repair or replacement upon presentation of an invoice or reasonable estimate of the damages incurred.

The Guest hereby indemnifies and holds harmless the Owner and their representatives against any and all claims, liabilities, legal costs, and expenses that may arise from or relate to the Guest's use and occupancy of the premises.

This indemnity shall be binding upon the Guest and all persons in their party, including visitors, and shall extend to any activities undertaken on the premises or arranged by the Owner or their representatives.

FORCE MAJEURE

The owners shall not be liable for any failure to fulfill their obligations due to events beyond their control, including but not limited to natural disasters, water or power outages, government restrictions, pandemics, or any other unforeseeable circumstance.

EMERGENCY CONTACTS

- Neighborhood Watch (24/7): 083 444 0672
- Medical Practitioner: [083 383 8874]
- Property Contact/Manager / Host: 076 905 7680