

House 12 Beach Club
37 Dassen Island, Yzerfontein

Terms & Conditions for your stay with us!

Bookings & check-in:

- Upon your enquiry 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 payment must be part of the guest groups and 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. The house manager will open the house for you and make sure you are getting familiar with the place; they will also come and get the keys from you when you leave the place again.
- The right of admission is reserved.

Cancellation:

Standard:

- Cancellation longer than 14 days, 100% refundable.
- Cancellation between 14 and 7 days, 50% refundable.
- Cancellation less than 7 days, no refund.

High Season:

- Cancellation longer than 30 days before arrival, 100% refundable.

Breakage & Damages & Parking:

- We kindly request that you inform us of any accidental damages.
- The breakage deposit will be returned 2- 7 days after your departure to your nominated bank account prior to all conditions met / payments scheduled for Fridays.
- Maximum guests 7 (2 small kids on mattresses only on request and at extra cost).
- Please note that an extra 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.
- Bath towels are supplied but not for use on the beach. Special beach towels are provided.
- Ample Parking for vehicles is available behind security gates

Cleaning:

- This is a self-catering facility, but for a longer stay, we can gladly provide you with a cleaning service by prior arrangement, at your cost.
- Start-up cleaning materials and toilet paper are provided.
- Please make use of the dustbins provided and the arrangements for refuse. Refuse collection is every 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.

Household safety and security:

- This is a non-smoking facility, but you are welcome to smoke outside, if you use a cigarette butt dispenser.
- Please only make fires in the braai area and the fireplace.
- When using gas hobs, please turn off the gas at the cut-off switch when not in use, for safety.
- We should mention that even though Yzerfontein is statistically a very low crime area, caution should still be taken, and the premises be locked and the alarm activated when you are away - please contact the *24 hours Neighbourhood Watch Number* for assistance if needed: **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 manager, agent or owners.
- This house is in a residential area, please respect our neighbours. No loud music and parties at all.
- 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 or Reta/082 433 3363.

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

Jacuzzi:

- Reta will give you instructions on the use of the Jacuzzi.
- Please note that the Jacuzzi should be used between 30-minute intervals, at least.
- The jacuzzi cannot run longer than 30 minutes at a time due to the sensitive pump that can burn out if it is running longer. A burnt-out pump will have to be replaced and will be for your account.
- No soap, bubble bath, etc. is allowed in the Jacuzzi's water please. This can damage the jets/filtration system, etc. and the repairs will be for your account.
- The heat pump is on a timer and it will go off at 23:00.

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 establishment, 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.

Please note that the owner, it's agents and/or its employees shall not be held liable for any damages, lost opportunities or failure to contact certain persons or entities on time, including consequential damages, should the WIFI not work properly/at all.

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.