

Pearl Haven – Yzerfontein

147 Dassen Island Drive, Pearl Bay Terms & Conditions of Stay

We look forward to welcoming you at Pearl Haven.

To ensure a peaceful and enjoyable stay for all guests and neighbours, please take note of the following terms and conditions.

1. Bookings & Payments

- A quotation may be requested via our website or directly from the owner.
 - Quotations are valid for the period stated therein.
 - All rates include VAT are subject to change without prior notice.
 - A **30% deposit** is required to secure your booking.
 - The balance is payable:
 - **1 week prior to arrival** (Low & Mid Season)
 - **2 weeks prior to arrival** (High Season)
 - Bookings made within 7 days of arrival are payable in full.
 - Full payment must reflect before access to the property is granted.
 - International banking charges are for the guest's account.
 - The person making the booking accepts responsibility for ensuring that all members of the party comply with these Terms & Conditions. The booker must also be part of the guests group unless advised in advance
 - Check-in: From **15:00**
 - Check-out: By **10:00**
 - Check-in details and house rules will be sent after full payment is received.
 - Right of admission is reserved.
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2. Breakage Deposit

- A **refundable breakage deposit of R1 500** is payable prior to check-in.
- The deposit will be refunded **within 3 days after check-out**, provided:

- No damage has occurred
 - The property is left in satisfactory condition
 - Any damages, missing items, excessive cleaning, or policy breaches may result in deductions.
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3. Occupancy

- Maximum occupancy: As agreed at time of booking.
 - No additional guests without prior arrangement.
 - Beds used more than declared occupancy may result in additional cleaning charges.
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4. Cancellations

- 30+ days before arrival: 100% refund
 - 29–15 days before arrival: 75% refund
 - 14–7 days before arrival: 50% refund
 - Less than 7 days before arrival: No refund
 - **High Season:** No refunds for cancellations within 30 days of arrival.
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5. Cleaning & Property Care

- Pearl Haven is a self-catering establishment.
 - Starter cleaning materials and toilet paper are provided.
 - Excessive mess, dirty dishes, stained linen or unsatisfactory condition may result in cleaning charges deducted from the breakage deposit.
 - Bath towels are provided but may not be used for the beach.
 - Refuse collection is Thursday mornings – please use bins provided.
 - Only toilet paper may be flushed due to local drainage systems.
 - Washing machine use is available for stays longer than 7 days.
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6. Pets Policy

- Pets are allowed **strictly by prior arrangement only**.
 - A fee of **R200 per pet (for 2 nights)** applies.
 - Guests remain fully responsible for:
 - Pet behaviour
 - Any damage caused
 - Cleaning up after pets
 - Pets may not be left unattended inside the property.
 - The breakage deposit applies to any pet-related damages.
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7. Safety & Security

- This is a non-smoking establishment indoors. Smoking is permitted outside only.
 - No loud music or parties between **21.30 and 08:30**.
 - Only use designated braai areas.
 - Gas appliances must be turned off after use.
 - Guests are responsible for securing the property when leaving.
 - Minors remain under full supervision of parents/guardians at all times.
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8. Environment

Yzerfontein is surrounded by protected nature reserves.

- Please respect the fynbos and wildlife.
 - Do not wander into green belts unattended.
 - Snakes may occur during warmer months.
 - Water restrictions may apply – please use water responsibly.
 - Respect neighbours and the peaceful residential character of Pearl Bay.
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9. Indemnity

Whilst every reasonable precaution is taken to ensure the safety of guests and their belongings, the owner shall not be liable for any injury, loss, theft, or damage sustained during the stay.

Guests enter the premises at their own risk and indemnify the owner against any claims arising from their stay.

Our Priority

Pearl Haven offers a peaceful coastal escape in beautiful Yzerfontein. Mutual respect, care for the property, and consideration for neighbours ensure that every guest enjoys the tranquility of this special place.

We look forward to welcoming you.