**Standard Terms & Conditions**

27 & 29 Maxie Drive, Port Owen, Velddrif is Self-Catering Houses and the below Standard Terms are necessary to ensure the wellbeing of our valued Guests and the orderly continuance of the Establishment.

1. Reservations and Payment Terms
   1. The establishment operates stickily on self-catering basis and we do not provide or arrange other services such as meals, personal laundry, transport, tours, functions, events, parties, babysitting, conferences, etc.
   2. The names and relationship of the persons sharing the unit must be provided when the reservation is made.
   3. Reservations will not be confirmed until the booking form and proof of payment is provided and once the funds are cleared in our bank account. Once confirmed we will send the relevant reservation details to the applicant.
   4. A 50% deposit of the full price and a R1000.00 breakage deposit is required to secure bookings. The full balance is payable 5 days before arrival. For high season periods the full balance is payable 10 days before arrival.
2. Cancellation Fees
   1. If cancelled up to 10 days before date of arrival, 30% of the deposit will be charged.
   2. If cancelled up to 5 days before date of arrival, 50% of the deposit will be charged.
   3. No show will result in 100% of the deposit being charged.
3. Breakage Deposits
   1. Refundable breakage deposit is R1000.00 and are payable with the deposit. Refunds are processed within 3 days of departure.
   2. No cash refunds will be issued on departure. Banking Details to be provided for electronic transfers.
4. The guest retains personal liability for the bill until the employer, agent, or person that made the reservation on his or her behalf has settled it.
5. Internet transfers or bank deposits are the preferred method of payment. We do not have credit card facilities nor do we accept cheques.
6. Quotations are valid for 24 hours unless otherwise specified, subject to availability upon acceptance. In case of a double booking the payment that reflects in the bank account first will secure the accommodation and the later payment will be refunded in full.
7. Refunds on cancellations will only be made after payment has been finally cleared by the bank. The process can take up to 7 working days.
8. Arrival and Departure
   1. Check in time is between 14:00 and 18:00 unless prior arrangements have been made. No check-in will be made after 18:00. This is necessary to ensure the security, comfort and wellbeing of other quests.
   2. Check out time is by 10:30 unless prior arrangements have been made. This is to enable the units to be prepared in time for new arrivals. Late check outs may be charged for.
9. Regrettably no pets allowed.
   1. Parking and Access
   2. Should you need to bring more than one vehicle per house please do inquire about the availability of parking. One remote control and set of keys is provide per house.
10. The cost of replacement keys and remote control will be for the account of the guest/s. Rooms must be locked, windows closed and keys handed in to the caretaker.
11. No visitors will be permitted without permission. We accept no responsibility for any loss or damage.
12. Service Hours
    1. The office is contactable from 07:00 to 22:00.
    2. The caretaker’s after hours contact number is 072 955 2858.
13. Security & Storage

Although the establishment takes reasonable steps to ensure the safety and security of guests and their possessions, guests retain final responsibility for their own safety and security. Keep the property locked at all times.

1. Braai/Entertainment Facilities and Rules
   1. Each unit has a private braai. Please do be considerate when it comes to noise levels. No loud music is permitted. No noise/shouting at the swimming pool or car park.
   2. Kids are allowed into the pool with adult supervision only.
   3. No fireworks to be let off on or around the property.
2. Plumbing/Electrics

Please be considerate when it comes to the use of the plumbing and electrics. Kindly switch of most lights when not in a room and ensure the outside lights for your unit are switched off in the morning. Please ensure that the lights on the tennis court is switched off at night.

1. Smoking

Smoking is permitted on the veranda’s and in the gardens/outdoors with caution. Kindly do not smoke in the units.

1. Loss or Damage to Property

The guests are liable for any loss or damages (excluding wear and tear) to the property, equipment and electronics.

1. General Incapacity

We cannot be held liable if any of the following events or conditions prevents us from fulfilling our obligation to guests. We will take all reasonable steps to minimize disruption and discomfort to guests under these conditions.

* 1. Unexpected interruption to the electricity or water or sewerage to and from the property.
  2. Industrial action, civil uprising or criminal activity.
  3. Fire, frost, flooding, subsidence or any other natural major event.

1. Indemnity

The visitor and/or his/her family and friends indemnify the owner/s of 27 & 29 Maxie Drive Port Owen, Velddrif and/or the owner’s successors-in-title and/or any person whether in exercise of their duties, against any loss, damages and/or injury (direct or indirect) that may arise during the visitors stay at the property, regardless of how it may have been caused or occurred and/or whether it occurred directly or indirectly as a result of any negligence of the above mentioned parties and expressly accepts access to the resort/s at this/her own risk.