

# Menlyn Mews Airbnb Terms and Conditions

## #### 1. Introduction

Welcome to Menlyn Mews! We are delighted to host you in our beautiful property located in Pretoria, South Africa. By booking and staying at Menlyn Mews, you agree to comply with the following terms and conditions. These terms are designed to ensure a safe, enjoyable, and fair experience for all guests. Your adherence to these policies helps us maintain high standards and ensures that all guests have a pleasant stay. Failure to comply with these terms may result in penalties, additional charges, or termination of your booking without refund.

## #### 2. Booking and Payment

- **Reservation Confirmation:** Your reservation is confirmed once full payment has been received through Airbnb's secure platform. A booking confirmation will be sent to you via email. It is your responsibility to check the details of your booking confirmation and inform us immediately of any errors or discrepancies.
- **Payment Methods:** Payments can be made via Airbnb's secure platform using credit card, debit card, or other approved payment methods. All transactions are processed in South African Rand (ZAR). Any currency conversion costs or bank fees are the responsibility of the guest.
- **Rates:** Rates are subject to change based on seasonality, demand, and special events. The rate applicable at the time of booking will be honored for your stay. We do not provide refunds or adjustments if rates decrease after your booking is confirmed.
- **Deposit:** A refundable security deposit may be required to cover any potential damages or additional cleaning costs. This will be specified at the time of booking. The deposit will be refunded within 7 days of checkout, provided there is no damage to the property or its contents. Any deductions from the deposit will be itemized and communicated to you. Failure to pay the security deposit when required may result in cancellation of your booking.
- **Additional Charges:** Guests may incur additional charges for extra services, such as cleaning fees for excessive mess, charges for lost or damaged items, or penalties for rule violations. These charges will be detailed in your booking confirmation or communicated to you as they arise.

## #### 3. Check-in and Check-out

- **Check-in Time:** Check-in is from 3:00 PM onwards. Early check-in may be possible subject to availability and prior arrangement. Requests for early check-in should be made at least 24 hours in advance. Unauthorized early check-in may result in additional charges.
- **Check-out Time:** Check-out is by 11:00 AM. Late check-out may incur additional charges and is subject to availability. Requests for late check-out should be made at least 24 hours in advance. Unauthorized late check-out will result in a penalty of an additional night's stay.
- **Check-in Procedure:** Guests will receive detailed check-in instructions via email prior to arrival. This may include a key code for a lockbox or details for a meet-and-greet service. If you encounter any issues during check-in, please contact us immediately for assistance. Failure to follow check-in procedures may result in delays or inability to access the property.
- **Identification:** For security purposes, guests may be required to present a valid photo ID upon check-in. This can include a passport, driver's license, or national ID card. Failure to present valid ID may result in denial of entry and forfeiture of booking.

## #### 4. House Rules

- **\*\*No Smoking:\*\*** Menlyn Mews is a non-smoking property. Smoking is strictly prohibited inside the property. A cleaning fee of ZAR 2,000 will be charged for any violations to cover the cost of odor removal and cleaning. Repeated violations may result in immediate eviction without refund.
- **\*\*No Pets:\*\*** Pets are not allowed in the property. This policy ensures that the property remains clean and allergen-free for all guests. Any unauthorized pets found on the property may result in additional cleaning fees and immediate eviction without refund.
- **\*\*Maximum Occupancy:\*\*** The maximum number of guests is specified in your booking confirmation. Exceeding this number is not permitted without prior approval. Violation of this rule may result in additional charges or termination of the booking without refund. Unregistered guests are not allowed to stay overnight.
- **\*\*Noise:\*\*** Please respect the neighbors by keeping noise to a minimum, especially during nighttime hours (10:00 PM - 7:00 AM). Complaints of excessive noise may result in immediate eviction without refund. Guests are responsible for ensuring that their visitors comply with these terms and conditions.
- **\*\*Parties and Events:\*\*** Parties and events are not allowed. Violation of this rule may result in immediate eviction without refund and additional charges for any damages or cleaning required as a result. Guests must obtain prior written consent for any gatherings beyond the registered guests.
- **\*\*Behavior:\*\*** Guests are expected to behave in a respectful and lawful manner at all times. Any behavior deemed disruptive, illegal, or harmful to the property or neighbors may result in immediate eviction without refund.

#### #### 5. Guest Responsibilities

- **\*\*Care of Property:\*\*** Guests are expected to take care of the property and its contents. Any damage or breakage must be reported immediately. Guests may be held liable for any damages or losses caused by their actions or negligence. An inventory of the property's contents is provided, and guests are responsible for ensuring all items are accounted for upon checkout.
- **\*\*Security:\*\*** Always lock the doors and windows when leaving the property. The host is not responsible for loss or damage to personal belongings. Guests are encouraged to use the safe provided for valuable items. Any theft or damage must be reported to the host immediately.
- **\*\*Cleanliness:\*\*** Guests are expected to leave the property in a clean and tidy condition. Excessive cleaning may incur additional charges. Please dispose of trash properly and wash any used dishes before checkout. Cleaning supplies are provided for guest use.
- **\*\*Maintenance and Repairs:\*\*** If any maintenance or repairs are needed during your stay, please notify us as soon as possible. We will make every effort to address issues promptly to minimize inconvenience. Unauthorized repairs or alterations to the property are not permitted and may result in additional charges.
- **\*\*Utilities:\*\*** Guests are asked to use utilities responsibly. This includes turning off lights, heating, air conditioning, and appliances when not in use. Excessive use of utilities may result in additional charges.

#### #### 6. Cancellation Policy

- **\*\*Flexible Policy:\*\*** Guests can cancel up to 24 hours before check-in for a full refund. If canceled within 24 hours of check-in, the first night is non-refundable, but remaining nights will be refunded. All cancellations must be made through the Airbnb platform. The effective date of cancellation will be the date the request is received by Airbnb.
- **\*\*Force Majeure:\*\*** In the event of unforeseen circumstances such as natural disasters, government actions, or other emergencies, we reserve the right to cancel bookings. Full refunds will be provided in such cases. We recommend purchasing travel insurance to cover any unexpected

disruptions to your plans. The host is not responsible for any ancillary costs or damages incurred as a result of cancellations due to force majeure events.

- **\*\*Modifications:\*\*** Guests wishing to modify their booking dates or details must request changes through the Airbnb platform. Modifications are subject to availability and may incur additional charges. The host reserves the right to approve or deny modification requests.

#### #### 7. Liability

- **\*\*Personal Injury:\*\*** The host is not liable for any accidents, injuries, or illnesses that occur on the premises. Guests use the property at their own risk. We recommend that guests have adequate travel insurance to cover personal injury and medical expenses. Guests must take reasonable precautions to ensure their own safety and the safety of their party.

- **\*\*Loss of Belongings:\*\*** The host is not responsible for the loss or theft of personal belongings. Guests are advised to take care of their personal items and use the safe provided for valuables. The host will not be liable for any loss, theft, or damage to personal property left unattended.

- **\*\*Third-party Services:\*\*** Any services provided by third parties (e.g., tours, transportation) are subject to the terms and conditions of those third parties. The host is not responsible for the quality or reliability of third-party services. Guests should review and understand the terms of any third-party services before use.

- **\*\*Indemnification:\*\*** Guests agree to indemnify and hold harmless the host from any liability, claims, damages, or expenses arising out of or related to any acts or omissions by the guest during their stay.

#### #### 8. Amendments

- **\*\*Modification of Terms:\*\*** We reserve the right to amend these terms and conditions at any time. Guests will be notified of any significant changes prior to their stay. Continued use of the property after such modifications constitutes acceptance of the revised terms and conditions. It is the guest's responsibility to review these terms periodically.

- **\*\*Severability:\*\*** If any provision of these terms and conditions is found to be invalid or unenforceable, the remaining provisions will continue to be valid and enforceable. The invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision.

#### #### 9. Governing Law

- **\*\*Jurisdiction:\*\*** These terms and conditions are governed by the laws of South Africa. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts in Pretoria. Guests agree to comply with all applicable laws and regulations during their stay.

- **\*\*Dispute Resolution:\*\*** In the event of any disputes arising from these terms and conditions, the parties agree to first seek resolution through negotiation and mediation before pursuing legal action. The host and guest shall share the costs of mediation equally.

#### #### 10. Contact Information

For any questions or concerns regarding your stay, please contact us at:

- **\*\*MenlynMews@Gmail.com\*\***

- **\*\*+12 22 56 87908\*\***

We are available to assist you and ensure that your stay at Menlyn Mews is comfortable and enjoyable.

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