



## GUEST HOUSE RULES & CONDITIONS

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### ***Check-in***

– Normal Check In time starts at 12h00, but every effort will be made to accommodate earlier or later Check Ins (if arranged in advance). It is however allowed to drop off luggage prior to Check In if desired.

### ***Check-out***

– Checkout time is before 10h00. Please tell us in advance if you require a later Checkout and we will do our utmost to accommodate your request.

### ***Room keys on arrival***

– During normal working hours the keys will be handed over to the guest after payment and administration. Special arrangements for key collection must be made for late arrivals.

### ***Room keys on departure***

– Please leave the room keys at reception. Guests do not have to lock the door on departure. However please close the door completely when leaving.

### ***Room keys during long term stay***

– Long term stay over guests must lock their rooms on their way out and keep their set of keys for the duration of stay.

### ***Lost key or damage to locks***

– The cost for replacement of lost room keys or damaged locks is applicable and a total amount of 50ZAR for lost keys and 500ZAR for lock replacement to be paid immediately.

### ***Breakfast***

– Breakfast is served in the dinning room area, or weather permitting, on the patio, between 08h00 and 08h30. If you require a different timing for Breakfast, please advise us on arrival. The breakfast service as an extra fee of 85ZAR per guest per day and MUST be pre-arranged with management.

### ***Smoking***

- Smoking is completely forbidden inside the house.
- Smoking is permitted outside the house, please use the ashtrays placed in the yard and barbecue area.

### ***Refunds***

– There will be no refunds for early departures, for breakdowns of appliances, etc., if said breakdown is due to weather and / or other conditions over which the house owner has no control.

### ***Guest Rooms***

- Please do not use flammables for heating, cooking or the like, irons candles, etc., in the guest room or corridors without the consent of the Guesthouse owner.
- Cooking, eating and storing food in the rooms is not allowed.
- Please do not use guest rooms for business activities or for any purposes other than accommodation use, without the consent of the Guesthouse owner.
- All visits by friends or family must be arranged with management.
- Visitors are not allowed in the guest rooms.

### ***Valuables, security and storage***

- The management is not responsible for lost items. Please lock the doors when you leave.
- Although the guesthouse management takes responsible steps to ensure the safety and security of all guests and their possessions, guests retain final responsibility for their own safety and security.
- Keep rooms locked at all times when absent.

### ***Parking Lot***

- Parking is available free of charge for all house guests.
- Access to the premises is controlled by management and right of admission is reserved.
- Do not leave any valuables inside your car while it is parked. The Guesthouse cannot accept responsibility for the loss or theft of any such articles while your car is parked.

### ***Toilets***

- No cigarette buds, cotton buds, tampons, sanitary pads or any other material, other than toilet paper may be flushed down the toilet. Charges will occur for any blockage.
- Please be mindful of others. If you make a mess clean it up!

### ***General***

- Guests have no access to rooms and areas marked “PRIVATE”.

### ***Common areas***

The living room, dining room, game room, swimming pool and barbecue are common areas of the house and guests are encouraged to use them to their need or recreation, nevertheless there are some rules to abide by:

#### ***THE LIVING ROOM***

- Should be kept as you've found it nice and tidy. If by any chance you notice any dirt please inform the owner.
- Avoid making noise or disturbing the other house guests, musical instruments, radios, televisions, stereos, and/or any other source of amplified sound shall be played at a volume that shall not disturb or annoy other guests. We shall pay particular attention to limiting noise between the hours of 10:00 p.m. and 8:00 a.m. We also request the guests to restrain from making any noise outside the building.

#### ***THE DINNING ROOM***

- Please use this common area to have your meals. Preparation and cooking should be conducted in the kitchen area.

## ***THE KITCHEN***

- Stove should be clean and free of food and grease.
  
- Refrigerator should be clean. Freezer door should close properly and freezer should have no more than one inch of ice. Freezer should not be over-packed so that sufficient room is allowed for air circulation.
  
- Cabinets should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
  
- Sink should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner. Please put back into place all dishes, utensils, etc., properly cleaned after use.
  
- Food storage areas should be neat and clean without spilled food. Label your food in the refrigerator. Anything not labeled and in non-consumable condition, excluding condiments that are still in consumable condition, will be disposed of.
  
- Trash/garbage should be stored in a covered container until removed to the collection containers.
  
- Cooking oils or grease should not be disposed of down the kitchen drain.
  
- Garbage disposal, if any, should be used only in accordance with the disposal instructions.
  
- The kitchen includes a refrigerator, microwave, coffee and teapot, and limited dishes, glasses, and utensils for light meal preparation. Please clean up immediately after yourself.
  
- Please be mindful of others. If you make a mess clean it up!

## ***THE GAME ROOM***

- All guests are allowed to use this common area. Everything should be put back into place after use.

## ***THE SWIMMING POOL***

- The pool is at your disposal from 08h00 until 20h00. You must arrange with the Management for access to the pool outside of these hours.
  
- Guests may use the pool on their own risk.

- No children are allowed near the pool without adult supervision.
- Keep the pool area neat and clean at all times.
- Keep noise level at the pool area low as other guests rooms are situated directly above the pool.
- Please inform kids not to urinate in the pool water (let us keep the pool hygienic for other guest as well).
- If you're part of a group stay, try to maintain occupancy time & rate at acceptable levels as the other guests may also want to enjoy the pool.
- Pool towels can be arranged with management.

### ***BARBECUE***

- The barbecue may be used by prior arrangement at additional cost.
- Keep the barbecue area clean. After use leave it as you've found it.
- Never leave the barbecue unattended once it has been lit.
- Keep children and pets away from the barbecue area. Consider a three-foot "kid-free zone" around the barbecue.

### ***PET POLICIES***

Pets are allowed only by prior arrangement with management and provided that the pet owner agrees to the following conditions:

- The pet is house broken, flea free, not prone to shedding, and not prone to damaging property.
- Pets are not allowed on the furniture or beds, unless a protective cover is used provided by guest. There is an extra pet cleaning fee if evidence of excessive pet hair is found in the guesthouse.
- The cost to repair any damage done by a guest's pet, such as chewing furniture, staining carpet (pet urine) will be charged against the guest's credit card and/or deducted from the damage deposit, and the guest will be charged for carpet cleaning, odor removal, etc.
- Waste removal – guests must pick up after their pet does its business.

– All pets must be under the complete control of a responsible guest, and must be on a hand-held leash at all times when not in a fenced yard. The guest agrees NOT to leave pet(s) alone TO ROAM FREELY THROUGHOUT THE GUESTHOUSE.

– We do not limit pet size or breed, however aggressive or unruly dogs are not welcome for the safety of other guests and children in the area. If we receive one or more complaints regarding barking or aggressive pet behavior, the guest, with their pet will be asked to leave with forfeiture of all rents and security deposit.

– The guest agrees to monitor pet's noise so that the pet(s) DO NOT DISTURB house guests, and certifies that pet(s) will be under the complete control of a responsible human companion and on a hand-held leash at all times when outdoors.

### ***Your Liabilities***

– We will hold you responsible for any damage or loss caused to our property by your acts or omissions, default, accident or neglect. By booking with us you agree to indemnify us and to pay us on demand an amount reasonably required to make good or to rectify such damage or loss caused by you. Normal wear and tear are excluded.

– Please report any accidents or incidents to the guest house management in connection with any property damage.

### ***General incapacity***

– The Guest House cannot be held liable if any of the following events or conditions prevents the guest house from fulfilling its obligation to guests. However, the guest house will take necessary steps to minimize disruption and discomfort to guests under these conditions:

\* Unanticipated interruption to electricity, water, sewage to and from the guest house.

\* Industrial actions, civil uprising or criminal activity.

\* Fire, frost, flooding, wind or any other force major event.

Because we have several guests, we ask you to respect each other concerning cleanliness of the common areas and noise level. If we receive complaints, you will be given a warning. Further complaints are subject to the termination of stay. We reserve the right to end a reservation if a guest becomes a disturbance/nuisance to others including management.

Please respect the house and its occupants.

***Environmental Policy***

– The owners of the Guesthouse are dedicated to the protection of our planets resources and would encourage our guests to help us by:

\* Switching off lights when not in use.

\* Ensuring that taps are always turned off after use.

\* Avoiding the unnecessary use of towels – just use what you need!

\* We will sort the recyclable rubbish collected from guest rooms i.e. paper, plastic, metal and glass.

\* We thank you in advance for your comprehension and co-operation.