

HOUSE RULES

PLEASE HELP US MAINTAIN OUR PEACEFUL & TRANQUIL SEASIDE
ATMOSPHERE



- Self-catering bookings exclude amenities but include a once-every-7-day spring clean and linen & towel change
- Daily refuse removal is, however, included
- Dishwashing is strictly EXCLUDED in ALL rooms – this service can be requested at an additional fee per day
- We are based in a residential neighborhood, which means that after 10 pm there may be no loud noise
- Sound systems are strictly prohibited on our premises – as per residential regulations of our area
- No outside visitors are allowed on our premises without obtaining prior consent from Reception
- No outside visitors are allowed after 6 pm for safety & security reasons
- Undeclared overnight guests will be charged at our full rate upon check-out
- All our facilities & rooms are only for use by guests that are checked in to our facility, unless prior consent has been obtained from Reception
- Please respect the other guests that are booked in, who are here to enjoy peace & tranquility, and do not make unnecessary noise in common areas
- Check-in is strictly at 2 pm & check-out is strictly at 10 am – a late check-out penalty of R200 per hour will apply
- Cutlery & crockery, bags of ice can be requested/purchased from Reception between 7 am and 9 pm daily
- Please do not move any furniture from one area to another, and especially from inside the rooms
- No alcohol may be consumed at Breakfast Service, in our reception, swimming pool or parking areas
- Laundry service is utilized at your own risk, and the hotel & its affiliates will not be held liable for any loss or damage thereof
- Replacement of any white towels or linen stained by guests will be for the guest's account upon check-out
- No clothing items may be hung on outside balconies to dry, as it looks unsightly to other guests
- No washing & drying of laundry may be done in our rooms – please utilize our Laundry Facility for this
- Please ensure that all windows & doors are closed when leaving your room to avoid monkeys gaining access to your personal effects
- Kindly ensure that you switch off all unnecessary lights, TV's, air-conditioning, ceiling fans, etc. when not in use or when leaving your room, in an effort to do our bit for energy conservation
- Displayed rules in common facility areas are for your own safety & must be adhered to at all times
- Any damage caused by a guest, or items missing from rooms, will be for the guest's account, to be paid upon check-out at Reception, or when discovered by our Housekeeping Department upon room departure
- Lost keys and remotes will be charged at R750 per set to replace
- No photoshoots, group gatherings or events of any sort may be held without prior consent from Reception
- Permission to use the braai facilities must be obtained from Reception to prevent double booking of this facility
- Smoking in the rooms is strictly prohibited – If evidence of smoking inside a room is found, you will be bound to a penalty fee of R500, and/or banned from booking with us again in the future
- Our CCTV cameras are in ALL common areas & footage is available to be used as evidence for non-compliance
- Swimming pool rules are posted at the pool & must be strictly adhered to
- Guests with pets must please pick up any dog excrement when out walking their furry friends
- **Dogs must be kept on a leash in common areas & barking must be kept to a minimum at all times**
- A once-off deep cleaning fee of R200 per stay applies for guests with pets, ensuring a fresh and comfortable environment for all visitors.
- Self-catering rooms must be kept tidy – especially the kitchen areas – they will be inspected once per week
- Anything missing or damaged in our kitchen areas will be for the guest's expense & will be invoiced accordingly
- Lost & found items are only kept for 4 weeks, whereafter they are donated to local charities
- Kindly note that we reserve the right of admission, and will exercise that right, if guests do not comply with our policies – no refund will be given
- In the event of non-compliance, ET Security will be alerted to assist us if required
- Call us on 0744 305 305 – please do not send a text message, in case we do not hear the alert