

Booking Terms and Conditions

By placing a booking with us (the property owner / his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the conditions as set-out herein. If you have any questions about booking with us, please contact us before making a booking.

To place a booking with us the lead guest must be at least 21 years of age. The maximum number of staying guests is 4 per two-bedroom apartment (excluding children under the age of 2 years at time booking is made). Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out herein. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third-party visitors are only allowed access at our express permission.

To secure any booking we require full payment in advance. The payments must be 'cleared funds' before a booking can be confirmed. Payments are only refundable under the conditions set-out within.

We only accept online payment. Any charges raised against us by our banks for handling dishonoured cheque's, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.



Check-In & Check-Out

Guests must check-in and check-out by the times stated below;

- *Check-in: between 14:00pm and 17:00pm on day of arrival*
- *Check-out: by 10:00am on day of departure*

If you are unable to arrive at the time agreed upon, we kindly request that you contact us immediately to arrange for a suitable time. Such a time will only be accommodated if arranged 24 hours prior to the intended time of arrival and the acceptance thereof will be at the discretion of the owners.

Booking Payments, Cancellation, Return of Security Deposit & Non-Arrival Conditions

Payment for reservations need to be made within 24 Hours of making the booking. Failure to make payment shall result in the reservation being cancelled. Payments shall be made via bank transfer into the account of the owner. All payment details shall be enclosed in the invoice sent to the lead guest by email on receipt of the booking.

Guest who need to cancel a booking should contact us as soon as possible. Paid reservations shall be refunded as follows;

- *Cancellation made 40 calendar days or more prior to arrival date : full accommodation fee will be refunded less any bank charges/fees that may have been levied against the payment .*
- *Cancellation made 39 days or less of arrival date : no refund will be provided and the guest(s) will be liable for the cost of the full booking.*

Non-arriving guests and guests who are unable to attend or fail to attend for whatever reason, forfeit the full amount of the reservation. It is suggested that guests take out appropriate holiday / cancellation insurance where required.





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In the rare event that we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

Please note that we reserve the right, in the case of an emergency, to source appropriate alternative accommodation for the guests. Should this change involve additional cost, this cost shall be for the account of the guest(s). Possible reasons for the enforcement of this right are sale of property, fire damage etc. To date this right has not been enforced.

Linens, Towels and Cleaning

On check-in each guest will be provided with linens and towels for the duration of your stay. Guests are able to wash these at the facilities provided should the wish to during the course of their stay.

Please note that this is not a serviced property. The apartment will not be cleaned during the duration of your stay. Should you require a cleaning service please contact us.

Household Contents and Inventory

The apartment comes furnished with all necessary essentials, cutlery, crockery and household equipment. Should any item go missing, damaged or broken during your stay, you will be held liable.

Should we not receive any notification from you we will assume that all is in order. On check-out, we will check the contents of the residence against contents of the apartment. Should any items be missing, damaged and or/destroyed at the conclusion of your stay, the value of replacing the item(s) will be invoiced to the lead guest who hereby agrees to pay said invoice within 24 hours of issuance thereof.



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Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / access cards will incur a replacement charge per key / card lost. The guest(s) is required to notify the owner of any pre-existing damage within 24 hours of check-in. Failure to do so will result in the guest(s) being held liable for the damage.

We strongly recommend that the lead guest take out the necessary travel insurance to cover themselves effectively. The owner will invoice the lead guest for the cost of repairs and/or replacement. The guest(s) shall be required to adhere to all house rules as well as community and complex rules. Failure to do so may result in the guest(s) being removed from the premises without refund.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners. We accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the guest, otherwise collection can be arranged.

WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive



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downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities. Please note that we cannot be held responsible for the quality or the speed of the connection.

Smoking

Smoking of any tobacco or medicinal (including, but not limited to marijuana) products including, but not limited to cigarettes, pipes, cigars, snuff, chewing tobacco, vapes, hookah devices and e-cigarettes is strictly prohibited. This is a smoke free area.

Pets

Please note that we do **not** allow any pets or other household animals on the inside or outside of the premises. Failure to adhere to this condition may result in the guest(s) being removed from the premises without refund.

Parking

Where on-site parking is provided guests accept that they park their vehicles at their own risk.

Noise and Construction Activities

We will do our best to deliver the residence in the best possible condition. We, however, cannot be held responsible for noise, building and/or other disturbances emanating from the surrounding areas.

Water, Electricity and Gas Supply

Electricity and water outages can occur from time to time in South Africa. We cannot be held liable in such an event.



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Copy of Passport/Identification

All guests shall be required to provide us with a copy of their passports/Identification on arrival.

Acknowledgement by Guests

All goods brought to the residence by the guest(s) shall be at the risk of the guest(s) without the owner or his representatives incurring any responsibility thereto. The owner shall not be liable for any loss sustained by the guest(s) by reason of any burglary or fire at the residence or for any damage suffered by the guest(s) as a result of any act or omission on the part of the owner or the owner's agent or as a result of any defects to the premises.

Our Right of Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

Acknowledgement and Acceptance

The lead guest and all other guests acknowledge and accept that by making a booking they agree to and accept all the Terms and Conditions as contained herein.

