***BOOKING INFO OF YOUR STAY***

1. All units are privately owned. Right of admission reserved.

2. No tenants under the age of 23 are permitted without parental supervision for the duration of

their stay. Non-compliance of this shall lead to immediate eviction with no refund of rent.

3. **NO** dogs or other pets are allowed without special consent.

4. General booking information:

• A 50% deposit of the total amount is required within 24 hours to secure booking. If the deposit is not received during this allotted time, your booking will automatically be cancelled. Balance to be paid 14 days prior to your arrival.

• Payment can be made via credit card, EFT. Please Email proof of payment to info@ballitonbayholidays.co.za

• Payment must reflect in our bank account before keys can be handed over.

• Copy of ID must be provided prior to arrival or on check in.

• Any breakage or damage to the property or linen will be charged accordingly.

• Arrival time: 14:00pm.

• Departure time: 10:00am.

• Arrival after hours (19:00pm onwards special arrangements to be made-Fee of R200) – keys to be collected from the Ballito backpackers 22 Sandra Road 1st Floor Belvista centre Ballito. For security purposes you will be required to present your confirmation of booking number and proof of ID before keys are handed over. Keys must be returned to the Ballito Accommodation office (22 Sandra Road).

• Tenants will be held responsible for all charges relating to lost keys, keys not returned after

vacating the premises including Remotes/ Door locks changes

5. **Cancellation Policy.**

Cancellations and amendments will attract the following charges:

 R250 cancellation fee is applicable for all cancellations.

* Cancellation received 30 days or more prior to arrival date (day of arrival not counted) 100% Refund (Limited to amount paid)
* Cancellation received within 4 -2 weeks (30-14 days) prior to arrival date (day of arrival not counted) = 50% refund.
* Cancellation received between 14-7 days prior to arrival date (day of arrival not counted) = 30% refund
* Cancellation received 7 days or less prior to arrival date (day of arrival not counted) = 0% refund
* No rental refunds will be made in the event that the property is vacated earlier than the period you have booked for or NO Show.

6. The maximum number of persons occupying the unit at all times must not exceed the number of beds. No parties, overcrowding or excessive noise is permitted in any of our houses or apartments. Failure to adhere to this will result in immediate eviction with no refund of rent or damage deposit.

7. Bed linen,Towels and Bathmats:

• Bed linen, Towels and Bathmats will be changed every 3 days unless otherwise specified in

the description of the unit or booking.

8. On arrival, each booking will be supplied with a starter pack of toiletries (1 roll of toilet paper per bathroom, soap, shower gel, body lotion and a small dishwashing liquid) as well as a complimentary tea & coffee pack. Toiletries for the duration of the holidays are not supplied.

9. Should TV sets, air conditioning units or electrical appliances go faulty during your stay, we will endeavour to have them repaired or replaced as soon as possible. However, no deduction in rent will be allowed for delays beyond our control.

10. Guest and their visitors must abide by the terms and rules of the Body Corporate of the Complex in which they are staying. If these rules are not adhered to, we may be requested by the Body Corporate to evict tenants or guests without any rental refund.

* **Smoking: SMOKING in the apartments is strictly prohibited.**
* **Monkeys: Do not feed the monkeys.**
* **To prevent: Please do not leave food, fruit open in your unit. Please keep windows and doors closed when the apartment is unoccupied.**

11. Permission is required from Accommodation Ballito for any day visitors to the property.

12. Accommodation Ballito reserves the right to substitute alternative accommodation or cancel a

confirmation should, for any reason, the original flat/house no longer be available.

13. Before vacating the premises, please ensure that the property is in the same condition as it was found and all doors and windows are locked and alarms are set.

14. Whilst Accommodation Ballito tries to ensure all information is correct, we cannot be held responsible for errors or omissions.

15. Neither Ballito Accommodation nor any other person acting for or through or on behalf of Ballito Accommodation shall be liable for any loss or damage, personal injury or wrongful death, loss of income or loss of support claim or punitive damages or any other claim of the tenant or the tenant’s representatives or dependants.

16. I agree that this waiver of liability and Indemnity Agreement covers the entire duration of my rental of the accommodation provided to me and I agree to indemnify, hold harmless and defend Accommodation Ballito, its agents and employees, from any and/or all claims made against them arising out of my rental and occupation of the premises.

17. I make this agreement on behalf of myself, my heirs, my agents and any other person claiming through me.

18. On receipt of your deposit you are deemed to have accepted the above Conditions of Letting.