



HOUT BAY VIEW

*A view with a room*

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Hout Bay View is a well established guest house in the Western Cape. We welcome you and we would appreciate you taking the time to read, accept and acknowledge our Terms and Conditions below.

### **Terms and Conditions:**

#### **Procedures and Policies:**

Reservations, transportation, and specific directions to our location will be confirmed via email once the deposit has been made. **All** guests need to provide flight information or other arrival details in order to confirm their arrival time.

Check In: 2:00 PM

Check Out: 11:00 AM

**Rooms are available for check-in from 2:00 PM.** Should you wish to arrive earlier, we are happy to register you, check your bags, and provide you with keys to your room which will be ready for you from 2:00 PM. **As we do not have a 24-hour desk and also as a courtesy to our other guests, we ask that all check-ins occur before 6:00 PM. Later Check-ins are only available prior to arrangement with management. Check Out time is 11:00 AM on the day of departure. Breakfast is served between 7.30 AM and 9.00AM daily.**

We endeavor to preserve a tranquil atmosphere throughout our guesthouse. Children under 15 must be in rooms accompanied by a parent. During our summer months we do not accommodate children aged five or under.

**Smoking is not allowed** in any of the rooms/bathrooms. Evidence of smoking in the room/bathroom will result in a charge of ZAR 600 plus one room night, loss of revenue being added to your final account. No open flames of any kind, including lit cigarettes or burning candles, are allowed in the bedroom/bathroom. Smoking is ONLY permitted in marked designated areas.

**No pets** are allowed.

**A direct line to our security provider is maintained on a 24 hour basis in order to protect our guests and staff from any inappropriate and/or unacceptable conduct caused by whosoever.**

**Visitors are not permitted on the Hout Bay View premises at any time unless permission is sought by the guests, from the management. No visitors are allowed in rooms after 10pm. Any damage to the room or property may be charged, plus any resultant loss of income if applicable. Parties and functions are strictly prohibited. This is to protect the security and privacy of all guests at Hout Bay View.**

### **Cancellation and Payment Policy**

**Payment information:** Picture I.D and valid credit card are required for all check-ins as a guarantee. Hout Bay View reserves the right to automatically debit any amounts outstanding from the valid credit card, extra charges, extra guests/rooms, packages, lost keys, missing property, damage or extra cleaning costs. Note that damage to premises will be charged at repair or replacement value and Hout Bay View reserves the right to charge a 50% administration fee for such work. Rooms reserved without a valid credit card/payment will not be guaranteed, and may be released at short notice.

**Advance Deposits:** A deposit of 50% of the stay is required to confirm a reservation payable by Visa, MasterCard or EFT (Electronic Funds Transfer); all balances are due on arrival date. All deposits must be made in full and free of any bank charges. **A single night stay requires full payment.** Deposits or payments by EFT must be referenced in the surname of the person booking/staying before arrival. After which confirmation should be by either sms/email or faxed to Hout Bay View. Upon arrival, full payment will be accepted in cash or credit card.

**Cancellation Policy:** Due to limited availability, cancellations affect us significantly, so we adhere to a strict policy. All deposits are non refundable. We will however credit patrons the balance paid on arrival if we are able to re-let their rooms for the original reservation period. However if we are unable to re-let the rooms for the original reservation period a refund will not take place. Please be courteous enough to inform us immediately of a cancellation or change in plans. Refunds are processed at the end of each month.

Hout Bay View reserves the right to cancel any booking at any stage.

Hout Bay View is not responsible for the failure of essential services, utilities and appliances. Please make problems known to Hout Bay View and every effort will be made to rectify the problem or contact the appropriate authorities.

Only one warning will be issued if a noise complaint is received. Any additional complaint will result in immediate eviction from the premises without refund. Hout Bay View is not responsible for the security of your belongings. Please ensure that your accommodation is locked and secure when not occupied. Notify Hout Bay View immediately of any loss or damage to property. All common parts of the property must be left in a clean and tidy manner at all times or an additional cleaning fee will be charged accordingly.

### **Group Bookings:**

A Group Booking is defined as a booking made by the same party of more than two separate units irrespective of the number of guests in each unit.

Only one person in the group will be held responsible for the guest account. Hout Bay View will not be held responsible for any dealings within the group. A 75% deposit will be taken on a group booking and the balance will be settled on arrival, payment information and advanced deposits, as described above also apply to group bookings.

Hout Bay View also accommodates other guests and therefore we ask the members of the group to respect the privacy and rules we lay out. No visitors are allowed into the rooms or building and this applies to guest bookings as well. We are strictly a B&B and not a self catering guest house therefore we do not allow any take away foods or the use of any of our catering equipment to be used in the lounge this rule applies to all guests.

## **Guest Lounge:**

The guest lounge is provided for all of our guests and we therefore strongly recommend that you respect the privacy of other guests. Children are prohibited to access the guest lounge unless accompanied by an adult. No clothing items, take away food, toys or any other guest objects will be allowed in the guest lounge. Non compliance will result in a charge allocated to their account. The guest lounge should be kept tidy at all times. Hout Bay View encourages guests to relax and unwind but in doing so with consideration for other guests. No visitors of guests are allowed into the guest lounge, any objects that are broken will be charged to the relevant party responsible for the damage caused. Pamphlets, maps and information are readily available for guests to take, 24 hour internet access is available; we however emphasize that discretion is used and none of the settings are changed on the system. A fair usage policy applies to the use of the internet. Guest will be charged for excessive use of this service. Failing to comply will result in the service being withdrawn.