



### **Terms and Conditions**

#### **Arrival and Departure**

Check in is available from 14:00 – 20:00 on the day of arrival. Check-in times outside of those specified must be confirmed with us prior to arrival. No check-in will be made after 20:00. We ask that you please vacate your room by 10:00 in the morning of departure, leaving the keys in the key-box provided at parking or else if indicated. This is to enable the room to be prepared in time for new arrivals. Late check outs may be charged for.

#### **Reservations and Payment**

The establishment operates on a self-catering basis and does not provide or arrange other services such as meals, transport, tours, functions, events, parties, babysitting, conferences, and personal laundry.

Free WIFI and Netflix are available.

Reservations will not be confirmed until the booking form and proof of payment is provided to us at which time, we will send a confirmation form with relevant reservation details to the guest.

A deposit of 50% is required to secure bookings and all payments should be done via EFT. The outstanding balance is payable prior to arrival.

#### **Cancellation by the Guest**

We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do, however, understand that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases.

Less than 7 days prior to arrival	-	forfeit 100 % total amount
From 8 to 14 days prior to arrival	-	forfeit 100 % of deposit
From 15 to 28 days prior to arrival	-	forfeit 50 % of deposit
From 29 or more days prior to arrival	-	forfeit 25 % of deposit

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### **Parking**

Secure underroof parking is available for parking accommodating one vehicle and is situated on the property with electric fencing. Only one remote and set of keys is provided per unit.

Vehicles should be parked strictly on their designated parking and no parking should be outside the gate.

### **Cleaning**

Everyday cleaning of unit except for Saturdays, Sundays, and Public Holidays.

If you need cleaning on these days, contact cleaners directly.

### **Service Hours**

Office contact details: 051-5229963

Monday – Thursday:	-	08:00 - 17:00
Fridays:	-	08:00 - 17:00
After hours / Public holidays / weekends:	-	082 8279 530 (Noelene) / 082 5733 375 (Johan)

### **Keys**

You have access to the Cottage 24 hours a day throughout your stay using a set of keys given to you on arrival. You are responsible for the keys for the duration of your stay. Lost keys and remote will be charged at R400.00 per set. On departure leave keys in key-box provided at parking.

### **Security, Storage and Liability**

Although the establishment takes reasonable steps to ensure the safety and security of guests and their possessions, guests retain final responsibility for their own safety and security. Keep units locked and windows always closed.

We do not accept any liability for any damage, loss, or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

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### **Braai / Entertainment Facilities and Rules**

Each unit has a private braai on the patio. Please be considerate when it comes to noise levels. No loud music is permitted.

Do not use throws on beds outside the cottage, use fleece blankets in baskets provided on patio.

No unruly matric groups, bachelor/hens' parties, etc.

No raucous parties and/or large visitor groups.

No loud music, loud talking or shouting especially after 22:00 and no visitors after 00:00 and Covid curfew.

Parents requested to control young children from any unruly and/or destructive behaviour;

No fireworks to be let off on or around the property.

### **Breakage**

Please take care of Klipperant Kothuise. You are responsible and liable for any breakages, damages, or loss which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly (see attached inventory).

Strictly no eating and drinking on beds; please use face clothes provided to remove make-up.

Don't remove any crockery, cutlery, glasses, towels, linen, or blankets from the property.

### **Smoking**

Smoking is NOT permitted within any part of Klipperant Kothuise. Please note that offending guests will be asked to leave immediately and may be liable for professional cleaning of any rooms.

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### **Plumbing / Electrics**

We have a French drain sanitary system, please do not flush foreign objects or woman's sanitary goods down the toilet.

Kindly switch off most lights when not in a room and the outside light for your unit works with day-and-night switches please keep switches with red stickers switched on at all times.

### **Pets**

No pets are allowed in the Cottage or on the premises.

### **Free WIFI**

The Klipperant Kothuise has a WIFI Hotspot.

You are more than welcome to make use of this feature.

We do believe that you'll enjoy your stay with us. In case of an emergency, please contact 082 8279 530 or 082 5733 375.

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