

During your stay

Out of respect for neighbours, noise levels should be kept to a minimum.

Maximum occupancy (6 sleeper) must be adhered to and include children two years and older.

Full account must be settled upon arrival.

At no time during your occupancy will the number of guests staying, exceed the number of guests booked, unless prior approval is sought and given by management. The use of extra guests other than the number booked will attract an additional tariff.

Any person/s exceeding the maximum occupancy as stated on the booking/quote will be considered trespassers and will be evicted. In order to avoid embarrassment and a security risk, guests are not expected to bring "pick up s" to spend the night "pick up s" will be considered trespassers and will be evicted .

Please switch off the air-conditioner, television and lights when leaving the room.

Please report any breakages / shortage to reception immediately.

Please do not remove towels, linen, appliances or crockery from the room.

KINDLY REMEMBER TO HAND IN YOUR KEYS at reception when checking out.

No braai wood is supplied.

Check-in

Normal Check In time starts at 14h00, but every effort will be made to accommodate earlier or later Check Ins (if arranged in advance). It is however, to drop off luggage prior to Check In if desired.

Check-out

Checkout time is before 10:00 AM. Please tell us in advance if you require a later Checkout and we will do our utmost to accommodate your request.

Keys on arrival

During normal working hours the keys will be handed over to the guest after payment and administration. Special arrangements for key collection must be made for late arrivals.

Keys on departure

Please return keys to reception. Should reception be closed, the keys can be dropped in the post box.

Keys during your stay

During your stay guests must lock their house on their way out and keep their set of keys for the duration of stay.

Lost key or damage to locks

The cost for replacement of lost keys or damaged locks is applicable and a total amount of R800 for lost keys and R600 for lock replacement to be paid immediately.

Breakfast

Breakfast is served in the dinning room area between 07h00 and 9h00. If you require a different timing for Breakfast, please advise us on arrival. The breakfast service as an extra fee of R70 per person, per day.

Smoking

Smoking is completely forbidden inside the house.

Smoking is permitted outside the house, please use the ashtrays placed in the yard and barbecue area.

Refunds

There will be no refunds for early departures, for breakdowns of air conditioner, heater, appliances, etc, if said breakdown is due to weather and /or other conditions over which the house owner has no control.

Guest Rooms

Please do not use flammables for heating, cooking or the like, irons candles, etc, in the guest rooms.

Cooking, eating and storing food in the bedrooms is not allowed.

Please do not use guest rooms for business activities or for any purposes other than accommodation use, without the consent of the GuestHouse owner.

Valuables, security and storage

If needed a safe-deposit box is available in the GuestHouse for all guests.

Although the guesthouse management takes responsible steps to ensure the safety and security of all guests and their possessions, guests retain final responsibility for their own safety and security.

Keep houses locked at all times when absent.

Parking Lot

Parking is available free of charge for all house guests. Do not park in the way of the electrical motorized gate when in a fully open or half

way open position as it may damage your vehicle when another guest opens their gate.

Do not leave any valuables inside your car while it is parked. DeKeurboom GuestHouse cannot accept responsibility for the loss or theft of any such articles while your car is parked.

Toilets

No cigarette buds, cotton buds, tampons, sanitary pads or any other material, other than toilet paper may be flushed down the toilet. Charges will occur for any blockage.

Common areas

The living room, dining room, kitchen, game room, swimming pool and barbecue are common areas of the house and guests are encouraged to use them to their need or recreation, nevertheless there are some rules to abide by:

THE SWIMMING POOL

The pool is at your disposal from 08h00 until 18h00. You must arrange with the Management for access to the pool outside of these hours.

Guests may use the pool on their own risk;

No children are allowed near the pool without adult supervision;

No guesthouse towels, linen or blankets allowed at the pool area;

Keep the pool area neat and clean at all times;

Keep noise level at the pool area low.

Please inform kids not to urinate in the pool water (let us keep the pool hygienic for other guest as well);

Your Liabilities

We will hold you responsible for any damage or loss caused to our property by your acts or omissions, default, accident or neglect. By booking with us you agree to indemnify us and to pay us on demand an amount reasonably required to make good or to rectify such damage or loss caused by you. Normal wear and tear are excluded.

Please report any accidents or incidents to the guest house management in connection with any property damage.

General incapacity

DeKeurboom Guesthouse cannot be held liable if any of the following events or conditions prevents the guest house from fulfilling its obligation to guests. However, the guest house will take necessary steps to minimize disruption and discomfort to guests under these conditions:

- * Unanticipated interruption to electricity, water, sewage to and from the guest house;
- * Industrial actions, civil uprising or criminal activity;
- * Fire, frost, flooding, wind or any other force major event.

Because we have several guests, we ask you to respect each other concerning cleanliness of the common areas and noise level. If we receive complaints, you will be given a warning. Further complaints are subject to the termination of stay. We reserve the right to end a reservation if a guest becomes a disturbance/nuisance to others including management.

Please respect the house and its occupants.

Environmental Policy

The owners of DeKeurboom Guesthouse are dedicated to the protection of our planets resources and would encourage our guests to help us by:

- * Switching off lights when not in use;
- * Ensuring that taps are always turned off after use;
- * Avoiding the unnecessary use of towels – just use what you need!;
- * We will collect the recyclable rubbish from the houses i.e. paper, plastic, metal and glass;
- * We thank you in advance for your comprehension and co-operation.