

TERMS & CONDITIONS OF STAY

Right of Admission is reserved. Rates may be subject to change without notice.

Smoking is prohibited within the B&B building, bedrooms & enclosed areas. Anyone found smoking in the bedrooms will have their accommodation cancelled and will be evicted from the property without compensation. Management reserves the right to impose a fine/cleaning surcharge of up to R2000 per person who contravenes this rule.

We have an absolutely NO noise rule that applies between 22H00 and 08H00. We do not allow visitors, parties, functions, music or bluetooth speakers. Loud, aggressive, inconsiderate, disrespectful or intoxicated guests will be evicted from the property without compensation.

We reserve the right to change the room booked to another room of equal or better standard.

It is advisable that you take insurance out in the event of a last minute cancellation. A booking with Oyster Tide B&B constitutes a contract covered by these terms and conditions and a last minute cancellation will result in the guest becoming liable for the full amount of the accommodation period, unless we are able to re-sell the accommodation.

A 50% deposit is required to secure your booking. Any bookings without a paid deposit are not confirmed bookings and the accommodation will be cancelled if the payment is not received on the day of invoice. We do not consider a POP receipt of payment. The remaining 50% of the accommodation charge is due on **ARRIVAL**. Payment may be made in cash or by credit or debit card. Deposits are not refundable in the event of late cancellation or non-arrival.

Check-in is between 14H30 and 21H00 on the day of arrival, except by prior arrangement with the owner. Check-out is between 07H00 and 10H30 on the day of departure, except by prior arrangement with the owner.

PLEASE NOTE: There will be a surcharge of R100 per hour, or part thereof, for any guest who checks in after 21H00.

No persons, other than those quoted at the time of booking, are permitted to share the accommodation. In the event of additional guests arriving, they will be charged the applicable sharing rate. Non-resident guests are not permitted in the B&B bedrooms. The B&B facilities are exclusively reserved for resident guests. We do not allow visitors.

No animals are allowed on the B&B property.

Only one motor vehicle per room is permitted on the property due to limited parking bays being available for resident guests only.

Breakfast is served between 07H00 and 08H30 on weekdays and between 08H00 and 09H30 on weekends and public holidays.

Washing, ironing and cooking are not allowed in the B&B rooms. The B&B's downstairs kitchen & laundry are off limits to guests. Cooking is only permitted in the designated self-catering rooms & upstairs kitchen. Barbeque/braai facilities are available by arrangement with staff.

Once a deposit has been received, it is deemed that the guest and/or booking/travel agent has/have agreed to these terms and conditions. Failure to comply with our terms & conditions will result in your booking being cancelled and your eviction from the premises.

Kindly settle your invoice/s and any extra charges prior to departure. We do not accept an undertaking that your booking/travel agent/employer will pay your charges for you. Failure to settle your invoice and extras in full, prior to departure constitutes bilking, theft and/or fraud. Criminal charges will be laid against any guest who departs without paying in full, without exception.

GUEST SAFETY, ASSUMPTION OF RISK & LIMITATION OF LIABILITY:

Please read this notice carefully before occupying the premises.

Guests are required to take reasonable care for their own safety and the safety of accompanying persons while using the accommodation, bathrooms, swimming pool, stairs, balconies, passages, parking areas and other facilities on the premises.

Guests acknowledge that certain ordinary risks may arise in and around accommodation premises, including **wet or slippery surfaces, changes in floor levels, steps and stairs, bathroom surfaces, swimming-pool areas, balconies and other facilities**, particularly when surfaces are wet.

Guests are required to exercise appropriate caution, use handrails where provided, observe all safety notices and immediately report any hazardous condition or defect to management.

Alcohol and impairment:

Guests who consume alcohol or any substance that may impair their judgement, balance, coordination or awareness are responsible for taking appropriate additional care when using the premises and facilities.

Guests should not use stairs, bathrooms, swimming-pool areas, balconies or other potentially hazardous areas while materially impaired without taking appropriate precautions or assistance.

Personal responsibility:

To the extent permitted by South African law, guests accept responsibility for risks arising from their own conduct, including failure to exercise reasonable care, failure to comply with safety instructions or use of the premises while impaired by alcohol or other substances.

Nothing in this notice is intended to exclude or limit any liability which cannot lawfully be excluded or limited.

Guests are encouraged to ask management for assistance whenever they consider that assistance is reasonably required for their safety.

Reporting of incidents:

Any accident, injury, hazardous condition, defect or damage occurring on the premises should be reported to management immediately so that appropriate assistance can be provided and the condition can be investigated.

By accepting the accommodation booking and/or occupying the premises, the guest confirms that they have been given a reasonable opportunity to read and understand this notice and have been made aware of the risks described above.