



Terms and Conditions

General

Reservations are subject to acceptance of these Terms & Conditions and the additional information and obligations outlined in the *umBhobe House Information Pack* document.

Pre-payment is required to secure the accommodation.

The rate is calculated in South African currency and payment is required in South African currency (ZAR).

Payment has to be free of any commissions and / or bank charges.

Reservations

Reservations, once made, constitute commitment; once we receive your deposit we make the house unavailable to others and turn away any further booking requests over your dates.

Initial Deposit

A deposit is required within 24 hours of a reservation being made to secure your accommodation.

- 50% Deposit if booking 1+ month in advance
- 75% Deposit if booking 15-30 days in advance
- 100% Payment if booking within 2 weeks of arrival

Should we not receive the deposit or proof of payment then the reservation will be forfeited. We do not accept cheque payments or credit cards – payment must therefore be via EFT or cash.

Minimum Stay

The following minimum stay conditions are applied:

- 2 nights during weekends
- 3 nights for regular weekdays,
- 5 nights in season (school holidays, Christmas, Easter),
- 7 nights if a booking includes 25,26, 31 December, 1 January or the Easter weekend (Peak)

Final Payment

For regular school holiday bookings, we require full and final payment one month prior to arrival.

For Peak season bookings, full payment is required 45 days prior to arrival.

For all other bookings, full and final payment is required two weeks prior to arrival.

Cancellation

Cancellations are only effective on receipt of written notification via email; no telephone cancellation or sms notifications will be accepted.

Note that if you cancel you will potentially forfeit all payments. We will do our best to re-let the house and if we do secure another booking in the remaining time then we will gladly refund all amounts paid. We reserve the right to charge a 5% admin charge in these situations (it really depends on how much advertising and effort is required to re-secure a booking).



Arrival/Departure Times

For the convenience of incoming guests, we require the house to be vacated by 10h00am on the day of departure. Later departure times will be entertained if possible, however please enquire and request this prior to the departure date. Arrival time is 14h00 onward. Please enquire BEFORE arrival if an earlier time is possible (this will be accommodated if possible). Please telephone us to coordinate your arrival time.

Breakages Deposit

A breakages deposit may be required to be paid on or before arrival. This will be returned on check-out provided there are no damages or any repairs required. You accept that we will charge to replace, repair or professionally clean any damages caused to our property and that the breakages deposit will be used for this in the first instance. If no breakages deposit has been paid or if the damages are such that the breakages deposit does not cover the cost then you accept that you will be liable for all additional charges. Breakages must be reported to the owners before departure.

Right of Admission

Right of admission in respect of all persons entering the property is reserved by the owners.

Only 2 cars allowed in the complex overnight, to be parked in or in front of the garage.

Trailers may be parked next to the garage

No more than six people may occupy the house overnight, two per bedroom.

Day visitors are allowed but you are responsible for them and their actions.

Visitors cars must be parked in front of the garage or immediately alongside the south-side of the house on the drive and may not obstruct general traffic or cause a nuisance to others.

Risk

You make use of the accommodation, facilities and beach at your own risk. No responsibility will be accepted for any loss or damage to your vehicles or property or any personal injuries of whatsoever nature, sustained by a guest or a visitor, howsoever sustained.

Non-Smoking & Fire Policy

Please note that our house is a non-smoking facility.

No fires may be made near the house or on the property. Use the Gas Braai provided.

Consider Your Neighbours

Music from vehicles, loud radios, televisions, unnecessary hooting or revving, alcohol abuse, foul language or any unruly behaviour will not be tolerated.

Milkwood Dunes is in a protected eco-area and adheres to an environmental operations plan. You may not tamper with or damage any of the fauna or flora in the region and must respect the environment at all times.

The beach access gate must be kept locked at all times.

Leave only footprints, take only photos and memories.

WE RESERVE THE RIGHT TO TERMINATE THE OCCUPANCY OF ANY RESIDENT WITHOUT NOTICE FOR FAILING TO COMPLY WITH THE CONDITIONS OR CREATING ANY FORM OF NUISANCE OR ANNOYANCE WHICH IN ANY WAY INTERFERES WITH THE QUIET AND GENERAL COMFORT OF THE OTHER RESIDENTS.