



Terms and Conditions

Terms and Conditions are accepted upon booking

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 and Payment

A 50 % deposit is required to secure a booking. Full payment must be made 2 weeks prior to arrival. Payment must be in the form of an EFT.

Cancellation

Cancellations are only effective on receipt of written notification via email.

Note that if you cancel you will potentially forfeit all payments if the house cannot be re-let.

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).

Breakages Deposit

A breakages deposit may be required to be paid 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.

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.

Guests may not bring pets to umBhobe Beach House.

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

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

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 other than in the designated braai facility. Use the Gas Weber provided for upstairs grilling.



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. Quiet time is from 10pm – 7am.

Safety & Security

Holiday homes are attractive to opportunistic thieves and burglars, especially in busy seasons. Please adhere to the following simple guidelines:

- Keep valuables locked in your car in the garage or in the electronic safe.
- Do not leave tempting possessions lying outside, especially overnight (eg bikes, boards, running shoes)
- Keep the front door & garage locked at all times
- When exiting the premises at the main gate, please observe that no-one sneaks in behind you
- The beach is generally safe but there is always the risk of a vagrant, especially at night, so any beach strolls after dark should bear this in mind
- The beach access gate must be kept locked at all times.

Monkeys

Beware of the local monkeys. Don't leave food in sight or windows open when not in the house – they will be in and out faster than you believe is possible (with your food in their possession).

Please do not feed the monkeys!

Viewing Deck

The roof-height deck is for sunbathing, viewing and general relaxation. Please do not use it for braais/BBQ and please be mindful that sound will carry to the neighbours so noise must be kept to a minimum. Small children must be supervised at all times and climbing off the deck onto the roof is strictly forbidden. The plastic chairs and sun lounger cushions may be taken on to the deck for use, but please return any cushions to the storage facility at end of each day and/or in inclement weather and secure the chairs with the bungee cord provided (the wind **will** blow the chairs/cushions off). Please switch off deck the deck lights when retiring.

The Beach & Beach Deck

The deck outside the beach gate is for use by all residents of the complex. Please respect their rights to equal enjoyment of this area.

Please do not braai on this deck.

Please remove any litter, bottles etc taken to the beach and dispose of back at the property.

Please do not take any glasses or cutlery/crockery from the house to the beach. Please do not take bath towels to the beach.

Items from the inventory list that may be taken out of the house are:

- Beach umbrellas, wind-break, beach mats, snorkels, masks
- Plastic cups
- Tupperware/plastic items
- Wicker basket

Please use the outdoor shower behind the house to rinse off sand and sea-water before entering the house. Feel free to use the wash line for hanging towels and costumes or the two towel racks under cover.



Maid / Cleaning Services

The house will be cleaned and attended to by a housekeeper and her work schedule and daily rate will be agreed/discussed with you separately. Her work hours are generally 8am to 3pm daily, with a tea and lunch break. Please be mindful that the housekeeper catches the train and may not be able to stay late. The housekeeper has her own keys. The housekeeper's main responsibility is to clean the house, which includes sweeping, making up of beds, cleaning bathrooms, washing dishes, cleaning the braai and emptying bins. On long lets she will change, wash and iron linen. Personal laundry can be done *by arrangement* and for a fee. Please give ample notice for this.

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.

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.