

GUEST BOOKING TERMS & CONDITIONS

1. Booking Confirmation and Deposit

1.1. A deposit of 50% is payable within 48 hours of confirming your booking. No booking is guaranteed until this payment is received, and **Salty Sands** Terms & Conditions are signed. Please email proof of payment to saltysands24@gmail.com. If payment is not received within 48 hours, your booking will be cancelled.

1.2. Remaining Balance

1.2.1. The remaining balance of your booking is due 60 days prior to arrival via EFT. Late payment will result in a delayed check-in process, and no access will be given to the holiday rental before full payment has been received.

1.2.2. If national or international payments are made, all associated bank charges, transfer fees, and currency exchange costs will be the responsibility of the guest. This includes any fees applied by the sending or receiving banks, as well as charges incurred during currency conversions. Guests must ensure the full payment is received in the specified currency without deductions. Any shortfalls must be settled before the booking is confirmed.

1.3. Deposit Refund (if applicable)

1.3.1. The breakage deposit, equivalent to one night's rental, will be refunded within 7–10 working days of your departure. If a damage claim arises from your stay, we will endeavour to resolve it as soon as possible, and the remaining deposit will be refunded within 14 working days. Note that during the December Peak Season, refunds and claim resolutions may take longer due to holiday closures.

1.3.2. Guests will be liable for all costs associated with reinstating the property to its original condition, including repairs, cleaning, and replacement of damaged items. This also includes recovery costs such as administrative or legal expenses.

1.3.3. Accidents happen; please report any loss, breakages or damage to **Salty Sands** either via the Breakage Form link provided at the end of your stay.

1.3.4. If an item is broken, it should be replaced "like for like" by the guest to ensure a full refund of the breakage deposit.

2. Property Availability: Arrival & Departures

2.1. The premises are privately owned. In the unlikely event that the property becomes unavailable, we reserve the right to substitute it with a suitable alternative or refund your rental in full. **Salty Sands** will not accept responsibility for events outside our control.

2.2. Check-in is from 14:00 onwards. No early arrivals will be accommodated without prior arrangement. We do not offer luggage storage before check-in. Shopping and deliveries must be received by the guest, unless arranged via our shopping service.

2.3. Check-out is at or before 10 am. Late check-out without prior approval will incur a penalty deducted from your deposit. Charges: R500/hour for the first two hours, then R1000/hour thereafter.

3. Early Departure

3.1. No refunds will be issued for early departure under any circumstances. This includes travel changes, dissatisfaction (unless unresolved after formal complaint), or personal emergencies.

4. Booking Cancellation & Postponement

4.1. Non-Refundable Deposit: 20% of your initial 50% deposit is non-refundable after payment.

4.2. Cancellation Timeframes:

- 60–40 days: 80% of total booking forfeited. Breakage deposit refunded in full.
- 40–30 days: 90% of total booking forfeited. Breakage deposit refunded in full.
- 30–0 days: 100% of total booking forfeited. Breakage deposit refunded in full.

4.3. Bookings may be amended once, subject to availability, within 12 months. Additional changes incur administrative fees and are subject to current rates.

5. Deductions for Damages or Additional Costs

5.1. We reserve the right to deduct for damage, breakages, loss, theft, or misuse of linen and towels. If claims exceed the deposit, the extra must be paid via EFT.

5.2. You will be notified of claims within 7 working days of departure. Excess amounts must be paid via EFT to **Salty Sands**.

5.3. Guests are liable for full restoration costs including cleaning, repairs, replacement, and recovery fees.

6. Group Composition

6.1. The booking must be made by a responsible adult. No student or pupil groups.

6.2. Homes are family-friendly and may not be used for parties.

6.3. Noise, Parties, Gatherings, and Behaviour

6.3.1. No parties, large gatherings, or events allowed without express written permission. Loud noise and disturbances are strictly prohibited. Breaches may result in eviction and further cost recovery.

6.3.2. Unauthorized late departure (after 10 am) will incur charges as detailed in Clause 2.3.

7. Pet Policy

Pets are not allowed unless written permission is granted. Unauthorized pets will lead to forfeiture of the deposit and additional fees.

8. Smoking Policy

Smoking is not permitted indoors. Damages or cleaning costs will be deducted from the deposit. Use designated smoking areas and dispose of butts safely.

9. Guest Numbers and Day Visitors

9.1. Maximum of two guests per bedroom unless specified otherwise.

9.2. Any changes to guest numbers must be approved in advance by **Salty Sands** and the Homeowner.

9.3. Undeclared Guests:

- Must leave the property before midnight.

- Charges: R1000 per undeclared guest per night (within capacity); R1500 if over capacity.

9.4. No refunds will be provided for early departures resulting from undeclared guests being removed.

9.5. Day Visitors must be declared in advance.

9.5.1. For Simbithi: Request additional access codes for overnight stays in advance.

9.6. No camping or guests sleeping on couches/unapproved beds unless prearranged with **Salty Sands**.

10. Housekeeping Staff & Services

10.1. Homes are professionally cleaned and prepared. Includes:

- Fresh linen and towels
- Bathroom amenities
- Two daily dishwashing sessions
- Morning tidying of bedrooms and common areas

10.2. Housekeeping Hours:

- Mon–Fri: 8 am–2 pm
- Sun: 8 am–12 pm
- Not available on public holidays unless arranged

10.2.1. Staff do not work on Easter Sunday or Christmas Day.

10.3. Two complimentary laundry loads daily. Guests provide detergent. Do not wash house linens or towels yourself.

10.4. Staff Conduct

- Staff do not babysit, wash cars, shop, or run errands.

- Guests must treat staff respectfully.
- Contact our Hospitality Coordinator for translation or assistance

11. Laundry: Towels, Linen & Amenities

While our Housekeepers are experienced professionals, Salty Sands accepts no liability for any damage to personal property during the provision of laundry or related services. Guests are advised to inform Housekeepers of any delicate or high-value garments requiring special care.

11.1 Towels are refreshed every 3–4 days and bed linen weekly. Charges may apply for excessive cleaning.

11.2 Pool towels can be washed daily upon request—please leave them in the designated area. In the interest of sustainability, guests are encouraged to reuse towels when possible.

11.3 Should children accidentally wet the bed, parents will be responsible for the cost of linen changes and professional mattress sanitisation.

12. Guest Amenities & Self-Catering

12.1 Your stay includes the following essential amenities: bed and bath linen, beach towels, toilet paper, dishwashing liquid, dishwasher tablets, refuse bags, and basic cleaning supplies.

12.2 Personal care items (e.g., shampoo, conditioner, sunscreen, toothpaste) are not provided to allow guests the freedom to use their preferred brands.

12.3 Homes are stocked with kitchen essentials including cookware, utensils, and dinnerware. While spices, coffee, sugar, and milk are not provided daily, most homes include an initial supply to ensure a comfortable arrival.

12.4 We kindly request that all amenities (e.g., handwash, toiletries) remain in the property for the benefit of future guests. Removal of such items will result in full replacement charges.

13. Faulty Appliances & Repairs

We strive to ensure all appliances are in working order prior to your arrival. In the event of an issue, repairs will be arranged during working hours (Mon–Fri, 08:00–16:00, excluding weekends and public holidays).

13.1 No refunds or rate reductions will be offered due to appliance faults or other unforeseen issues.

13.2 Coastal conditions may impact the performance of air-conditioning units. If issues arise, portable units or fans may be provided (subject to availability). Air-conditioning is considered a non-essential service and will be repaired as soon as feasible.

13.3 Repairs and replacements require homeowner approval, which we will obtain promptly before proceeding.

13.4 Please understand that delays may occur due to part availability or technician scheduling.

13.5 If a golf cart is provided, only licensed drivers may operate it. Breakdowns will be addressed during weekday hours. No replacement carts or refunds will be provided for downtime.

13.6 Priority will be given to repairing essential items such as:

- Refrigerators
- Stoves/ovens
- Hot water systems
- Plumbing and sanitation
- Heating (seasonally)

14. Power Outages

Power outages (load-shedding or grid failure) are a reality in South Africa. Our homes are equipped to minimise disruption, with varying levels of backup power including:

- Full solar/inverter systems
- Partial solar/generators
- Battery-powered lanterns, candles, gas stoves, and braais

14.1 Guests are advised to prepare for intermittent outages. Please consult your agent regarding properties with specific backup power needs.

14.2 Salty Sands is not responsible for Wi-Fi or utility disruptions caused by power interruptions or external factors.

15. Liability

15.1 Salty Sands accepts no liability for service interruptions or events beyond our control, including outages or natural disasters.

15.2 Force Majeure: Salty Sands is not responsible for cancellations resulting from extraordinary events (e.g., natural disasters, government regulations).

16. Check-In & Check-Out Procedures

Communication is facilitated via WhatsApp, managed by **Danica**, property management. Danica can help with directions, check-in details, and general information. For further help, our team is available.

16.1.1 Upon booking and payment, a confirmation WhatsApp message will be sent with key information and local recommendations.

16.1.2 A day before arrival, you will receive directions, a check-in guide, and a Welcome Guide including housekeeping details.

16.1.3 During your stay, Salty Sands's Hospitality Coordinator will be your primary contact for assistance.

16.1.4 Before departure, you'll receive:

- Checkout instructions
- Key return guidance
- A link to the Departure Form for deposit refunds and feedback

16.2 Please settle any outstanding payments for overtime or additional housekeeping services directly with staff prior to departure.

16.3 Lost & Found: Left something behind? We'll store it safely and assist with return via courier (guest's cost).

16.4 Booking-Only Reservations: If your reservation is 'Booking Only', Salty Sands will secure your stay and process paperwork. Thereafter, the homeowner will be your main contact and handle key handover and support. Salty Sands remains responsible for administrative matters.

17. Liability Disclaimer & Travel Insurance

17.1 Salty Sands and property owners are not liable for loss, damage, injury, or incidents during your stay. Guests are responsible for insuring their personal belongings.

17.1.1 Use of pools, trampolines, and similar amenities is at your own risk. Children must be supervised at all times.

17.2 We strongly recommend comprehensive **travel insurance** to cover:

- Trip cancellations or interruptions
- Medical emergencies or accidents
- Theft or loss of belongings

17.3 *Security Recommendations:*

- Use alarm systems where provided
- Lock all doors, windows, and gates when unattended
- Report any incidents to police/security and provide case numbers where required
- Review property-specific safety instructions provided in your Welcome Guide

17.3.1 Despite our best efforts, not all risks can be eliminated. Travel insurance and vigilance are your best protection.

18. Respect for Our Homes

Each property in our collection is a cherished family home. We ask that you treat it with care and respect, as you would your own.

Some areas may be off-limits (e.g., certain cupboards, garages). These will be marked or communicated beforehand.

While not hotel-perfect, these homes offer character and comfort. Homeowners often leave personal items or conveniences for your use—please treat them with consideration.

We recommend reviewing the home's listing on the Salty Sands website for full details about the property, its features, and specific guest information.

19. House Rules Compliance

By confirming your booking with Salty Sands, you agree to comply with the house rules outlined in the Welcome Guide for your specific property. These rules ensure a respectful, safe, and enjoyable experience for all guests and protect the integrity of the home. Failure to follow these rules may result in additional charges, early termination of your stay, or other actions as deemed necessary.