

## Avondrust Guest House

### Terms , Conditions – Rules & Regulations. As from 2021

The following are applicable in all cases and no other attachments, documents, etc. will or may over write or supersede this document – unless done in writing and so form part of the business profile, and with written authorisation from the owners.

#### **Safety -**

All safety rules must be obeyed and practised – whether displayed or in common sense.

**(Pandemic situations) additional rules and regulations relevant at the time must be incorporated.**

**I,e, - Sanitation,- mask for nose and mouth -1.5 m distance.**

In case of being unsure, call the person on duty.

In case of medical assistance – call the person on duty.

Never work on any electrical / water / gas points or equipment.

No additional electrical or other equipment allowed to be used without authorisation.

Always keep hygiene in mind – you have friends around you.

No open or uncontrolled fires. Use appropriate areas.

No smoking in the units.

Keep main entrances locked.

Please declare if you have any weapons of any sort.

Never damage plants or taste them – don't confront animals, birds, wild or domestic.

No glass or hard plastic items or alcohol consumption allowed in swimming pool.

All minors (under 18 years) must be supervised near or in swimming pool.

Ensure you take care of your belongings and valuables – we endeavour to provide a safe environment ,but factors beyond our control can occur. Don't leave valuables in vehicles and lock them.

We can not be held responsible for any kind of injury, accident, fire, theft, or loss of any kind at or related to visiting Avondrust.

#### **Arrival , Stay and Departure.-**

Arrival from 14:00 – please advise if arrival will be later than 19:00.

At reception (08:00 – 19:00 , except on weekends and holidays) The responsible person for the booking, group and payment to present - ID / Passport, and reference number of your Quote / Invoice.

A copy of your ID / Passport is required, or we can make a copy.

Pay , or present proof of payment re the last outstanding amount.

Read the T&C and R & R - Complete the registration document – All adults ( all persons with ID documents must complete appropriate sections.)

Receive Keys, TV equipment and Wi-Fi Info.

Receipts / Invoice will be issued on departure.

Make your stay also enjoyable for others. No loud noise after 22:00. Keep area clean and hygienic.

The pool, patios, garden and braais are for all to use.

Only registered people allowed on property . Exceptions only with approval of management.

Please use water and electricity sparingly – do not use open candles when there is a power outage.

Towels in units not for use at pool. - use dry racks for drying cloths.

Self catering family units must be maintained by the occupants. Bedding changed once per week or as needed. Other units maintained once per day or as needed.

Report any breakages , problems, illnesses etc. via the responsible person, soonest at reception.

Access is now only via the parking area.

Any person under the influence of alcohol , drugs etc. found to be undesirable will be removed from the property without any recourse or refunds and reported to the authorities. Use wisely and consider others.

Animals are our friends – please respect their hygiene and needs. Owners of pets are responsible for any damage caused to any person, other animals, or to the property.

Departure, or booking out time is 10:00. The responsible person must return keys to reception and collect receipts / invoices and complete the last entry on registration form – i.e. next destination and health status.

*Print your name and sign to acknowledge that you understand the contents of the document.*

Name \_\_\_\_\_ Sign \_\_\_\_\_ Date \_\_\_\_\_

## **Bookings and Payments.**

Bookings are done the following way. Send your requirements via e-mail or text message, with contact phone number, name and surname. To :- [book@avondrust.net](mailto:book@avondrust.net) No verbal agreements. We will reply with Quote that you should respond to within the allowed period. The time slot goes to the next in line if not done in allocated time. We operate on a first come first served basis. By approving the quote you understand and agree to make the payments as indicated. Use the quote or invoice number as reference. Once payment is validated you will receive a receipt /confirmation of booking. Any booking less or equal to R2000.00 must be paid in full 100% with booking before expire date. No refunds if under R2001. For bookings greater than R2001 a 50% payment is required before expire date as on quote, and the full remainder paid five (5) days before arrival. Refunds can be done, depending on the situation and to the discretion of management. There will be a 15% admin fee. The usage of units due to Non or late arrivals, early departures or cancellations will be to the discretion of management.

It is advised to supply your correct names and a copy of ID/Passport when payment is made. This is always treated in confidence and will ensure any transactions are with the correct person.