

STAY IN PATERNOSTER CC.

Terms and Conditions of Rental

REG No : 2009/205979/23

The guest hereby acknowledges that all rentals are subject to the following Terms and Conditions and that all guests will be bound by these Terms and Conditions. **Upon paying your deposit you acknowledge your acceptance and understanding of these Terms & Conditions.**

1. **Check Out** time is strictly at **11h00** on the last day of your stay. Any unit that is not vacated by 11h00 will be subject to a surcharge of R200 per hour or part thereof, for each hour exceeding the check out time. The surcharge is deductible from the Key & Breakage deposit. The guest consents to this deduction.
2. **Check In** time is strictly between **14h00 - 19h00**. A surcharge of R200 per hour or part thereof, will be charged for any arrival later than 20h00. This surcharge is deductible from the Key & Breakage deposit. The guest consents to this deduction.
3. All **Rates** are inclusive of VAT at 14% and are subject to change without prior notice.
4. **Stay in Paternoster CC** reserves the right to cancel & refund accommodation, or move guests to similar alternative accommodation for reasons beyond our control and not due to our negligence.
5. A booking will **only be confirmed** once the **full** deposit amount as well as the key & breakage deposit have been received by **Stay in Paternoster CC**.
6. The balance is payable by electronic fund transfer or credit/debit card on or prior to arrival.
7. **Payment:** for direct deposits or electronic fund transfer please deposit the amount due into the following bank account before the due date: Account Name: Stay in Paternoster CC, Bank: Nedbank, Branch: Vredenburg, Account No: 100 660 1953, Branch code: 159 505, Type of account: Cheque. Kindly enter your booking number and surname on the proof of payment as reference and fax this proof of payment to: 086 537 5555 or e-mail to [reservations@stayinpaternoster.co.za](mailto:reservations@stayinpaternoster.co.za). The full deposit as well as the key/breakage deposit must be paid within 48 hours of making the initial booking. Failing this will result in the provisional booking being cancelled.
8. No keys will be handed over until the full outstanding balance has been paid prior to or on arrival.
9. A **R500 or R1000 Key & Breakage deposit (depending on the house)** is payable together with the 50% deposit for the booking. **Stay in Paternoster CC** will refund to the guest by bank transfer within 7 working days after departure, excluding any deductions once the unit has been checked and all is found in order. Please ensure you furnish us with your banking details on or prior to arrival. Should payment be made via credit card, the key deposit will be refunded to the credit card.
10. Should any damages or losses be noted after departure the amount for the item/s will be deducted from the breakage deposit. The guest consents to this deduction. The guest further undertakes to leave the accommodation in the same condition as found at arrival. Should the house be left in an

unacceptable state by the guest (excessive dirty dishes, etc.) the full breakage deposit or part thereof will be deducted for extra cleaning services. The guest consents to this deduction.

11. **Stay in Paternoster CC** acts as an agent for individual owners of units and is not authorised to make or agree to refunds for any reason. **Refunds** will be made at the sole discretion of the rental property's owner.
12. In the event of a refund being authorised by the owner it will be subject to a 15% administration fee charged to the account of the guest. The guest consents to this deduction.
13. No parties of any sort (Bachelor/ette, birthday etc.) are permitted at any of our units.
14. **Cancellation Policy**
  - More than one month prior to arrival 85% of deposit will be refunded.
  - Between 30 & 22 days prior to arrival 70% of deposit will be refunded.
  - Between 21 & 16 days before arrival date 50% of amount paid will be refunded
  - Between 15 & 7 days before arrival date 20% of amount paid will be refunded
  - Less than 7 days before arrival date, or in the event of a guest not arriving, **no refund** will be considered or paid.
16. **Security** – Please take the time to read the note bellow regarding opportunistic crime.
17. **Peace & Serenity** – Please respect the peace and tranquility of Paternoster. After 22h00 is it expected that all guests will be quiet.
18. **Keys** : Please collect the keys from the accommodation office, situated at 52 St Augustine Road, Paternoster (**GPS Co-ordinates: 32°48'34.95"S - 17°53'20.02"E**) - indicated on the attached map. Please inform us of your estimated arrival time (between 14:00 and 20:00) on the morning of the day of arrival (an SMS is fine – cell no 083 204 1051), in order for the keys to be ready.
19. **Key Drop off** : When departing, please drop the keys into the key deposit hole in the door at the accommodation office.
20. All guests consent to the jurisdiction of the Vredenburg Magistrates Court in the event of any litigation that may result from this agreement. **Stay in Paternoster CC** legal costs will be charged as attorney & own client costs.

*Warning – Opportunistic Crime in Paternoster*

*Dear Guest/s*

*We look forward to welcoming you to Paternoster.*

*Unfortunately, like many other tourist destinations visitors are often victims of crime here. As much as we would like to think that our fishing village is a safe and friendly paradise, we would be failing*

*our duty to you, our valued guests, not to point out that petty theft does happen when given the opportunity.*

*The crime, which targets small high value items like wallets, cell phones, iPods, laptops, GPS's, camera's and binoculars, is generally not violent and often compromises the following;*

- i. Criminals gain entry to the premises through doors and windows that are left unlocked, or within arm's reach of an open window.*
- ii. Locked cars with visible valuables may be subject to break ins. Take valuables into the house or lock in your boot.*

*We strongly advise that all windows and doors are shut and locked when you leave the unit unoccupied. Please also ensure that doors & windows are closed and locked at ground level and all vulnerable areas.*

*Although crime can occur at anytime, Friday and Saturday nights as well as holidays are targeted more often. Often at houses without local (CFG) number plates as criminals rely on the assumption that out of town visitors will not to take legal action or return for trials. Generally visitors are also relaxed and their guard is down. Generally all incidents are opportunistic and petty and violence is not part of the crime.*

*Often the property may be assessed by the door-to-door vendors (particularly those selling kreef/crayfish) during the day. If you do purchase crayfish, rather do it at the fish market where no one gets close to your property. Remember that purchasing and being in possession of crayfish outside season is illegal and carries a severe fine.*

*These simple measures should go a long way to safeguarding your personal belongings and possessions. We really appreciate your co-operation in this matter and hope your stay is pleasant and enjoyable.*

**STAY IN PATERNOSTER CC**