



Tel: (022) 752 2048 – Cell: 083 204 1051 – E-mail: reservations@stayinpaternoster.co.za

Booking Conditions

The guest hereby acknowledges that all rentals are subject to the following Booking Conditions and that all guests will be bound by these Terms and Conditions. Upon paying a deposit or settling balance in full, you acknowledge your acceptance and understanding of these Conditions. Please note that all guests are required to sign an indemnity form on check-in.

Payment

Deposit

Credit card payments – please request a secure link to be sent via email, for any credit card payments.

For electronic fund transfers, please pay the amount due into the following bank account before the due date. Kindly enter your booking number and surname on the proof of payment as reference and e-mail the proof of payment to reservations@stayinpaternoster.co.za.

Please note a cash handling fee will be charged for cash deposits made at ATMs or over the counter at the bank.

Account Name: Stay in Paternoster

Bank: Nedbank

Branch: Vredenburg

Account No: 100 660 1953

Branch code: 159 505

Type of account: Cheque

Please note that your booking will not be confirmed until the proof of payment has been received and the amount reflects in our bank account. Please ensure that you enter the correct booking number as a beneficiary reference so that the payment can be correctly allocated to your booking.

Outstanding Balance

Please ensure that the outstanding balance, including key & breakage deposit, is paid at least 7 working days prior to arrival. Should a booking be made less than 7 days prior to arrival, the full booking amount will be payable as deposit. Kindly forward all proof of payments via e-mail to reservations@stayinpaternoster.co.za.

Key & Breakage Deposit / Pet Deposit

A R500 – R2000 key & breakage deposit is payable with the deposit prior to arrival. The amount depends on the unit. Keys will not be handed over under any circumstances unless the key and breakage deposit has been received. This deposit is refundable by bank transfer within 5 – 7 working days after departure, once house has been checked and all found in order. Please note that the key deposit will be retained and additional charges imposed if more guests than booked for are found to be utilising the premises. Please note that a cleaning fee may be deducted from the key and breakage deposit should a house be left with excessive dirty dishes and/or linen or any other unsatisfactory state. Please furnish us with your banking details prior to arrival for the refund. Some pet-friendly houses charge a non-refundable pet deposit of R200 per pet. This is payable with the balance 7 days prior to arrival.

Cancellation Policy

If a booking is cancelled more than one month prior to arrival 85% of amount paid will be refunded.

In the event of the deposit not paid in full, no monies will be refunded.

Between 30 & 22 days prior to arrival 70% of amount paid will be refunded.

Between 21 & 16 days prior to arrival 50% of amount paid will be refunded.

Between 15 & 7 days prior to arrival 20% of amount paid will be refunded.

Less than 7 days prior to arrival, or in the event of a guest not arriving, no refund will be considered or paid.

Key collection & drop-off

Please collect the keys from the accommodation office, situated at 87 St Augustine Road, Paternoster (GPS Co-ordinates: 32° 48' 34.30"S - ° 17'53' 38.98"E). Please see attached map.

Should you depart and find the office closed, there is a key deposit hole in the wall on the right hand side of the entrance to the office. Please drop it in there and make sure you hear it fall on the inside, to ensure that it doesn't perhaps get stuck.

Check-in & Check-out

Check-in time is strictly between **14h00 – 17h00** (Mon – Thu), **14h00 – 19h00** (Fri) & **14h00 – 16h00** (Sat & Sun & Public Holidays). A surcharge of R200 per hour or part thereof, will be charged for any arrival later than check-in time as indicated. This surcharge is deductible from the Key & Breakage deposit. The guest consents to this deduction.

Check-out time is strictly at **10h00** on the last day of your stay – unless specifically arranged otherwise with a Stay in Paternoster Staff member. Any unit that is not vacated by 10h00 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.

PLEASE NOTE: No check-ins or check-outs are offered on Good Friday, Christmas Day, or New Year's Day.

Directions

From Cape Town – travel north from Blouberg on R27, turn left at Vredenburg turn-off; travel through Vredenburg to Paternoster. The entire trip is ± 140km.

From Cape Town International Airport – travel towards Cape Town on N2, take N7 - Malmesbury/ Goodwood turnoff (Jakes Gerwel Drive) and turn right towards Malmesbury. Travel north on N7; turn left at the Melkbosstrand turn-off. Continue to R27. Turn right onto R27; travel north, past Yzerfontein and Langebaan. Turn left at the Vredenburg turn-off; travel through Vredenburg to Paternoster. The entire trip is ± 155km.

In Paternoster – On entering the town, turn left at the 4-way stop. The accommodation office is situated in the first building on your right hand side, 87 St Augustine Road. Please see attached map.

Security

As much as we would like to think our fishing village is a safe and friendly paradise, the reality is that this is South Africa and crime is everywhere. We would be failing in 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, cameras and binoculars, is generally not violent.

We strongly advise that all windows and doors are shut and locked and alarms armed when you leave the unit unoccupied. Please also ensure that doors & windows are closed and locked at ground level and all vulnerable areas. Should the property have outside beams and stay/sleep functions, please take care to activate these at night. Also take valuables from your car into the house or lock in your boot.

Often the property may be assessed by the door-to-door vendors (particularly those selling kreef/crayfish/shells) during the day. If you do purchase crayfish, rather do so 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.

General

Please note that all our rental units are Self Catering therefore we ONLY provide a starter kit of toilet paper (one roll per bathroom), a small amount of washing up liquid and/or two dishwasher blocks and two rubbish bags.

Unless otherwise stated, units are not serviced. If you would like to request a cleaner during your stay please contact the Stay in Paternoster office. This will be a separate arrangement, and cleaners can be paid directly in cash.

During a longer stay, linen and towels will only be replaced in the middle of a booking of 8 nights and longer, due to the current drought in the Western Cape. The house will not be serviced, only fresh linen provided. Should guests require clean linen before 8 nights, it will be charged for separately.

A booking will only be confirmed once the full deposit amount and key & breakage deposit have been received. The balance is payable by electronic fund transfer or credit card 7 days before arrival. No keys will be handed over if full outstanding balance has not been received.

High season rates are charged for the Easter long weekend and Jazz on the Rocks weekend in February.

Stay in Paternoster CC reserves the right to cancel & refund accommodation, or move guests to similar alternative accommodation should the need arise, for reasons beyond our control and not due to our negligence.

Stay in Paternoster CC acts as an agent for individual owners of units and is not authorized to make or agree to refunds for any reason. Refunds will be made at the sole discretion of the rental property's owner. In the event of a refund being authorized 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.

Please note that the establishments let by us are not event venues, therefore large gatherings, parties, bachelors/ bachelorettes or spit braais are not permitted.

The main attraction of Paternoster is its peacefulness and serenity. There is an unofficial rule in Paternoster that everyone should be quiet after 22:00 at night. We would appreciate it if you could adhere to this and respect the neighbours, failing to adhere to this rule, you will be asked to vacate the premises, and key & breakage deposit will be retained.

Lost and found items will be kept in storage for 3 months. In the event of items not being collected, it will be donated to a charity of our choosing.

Please bring along your own food, drinks, toiletries, beach towels and wood.

Jurisdiction

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.

Shopping & Facilities

Wood - Kwaai Braai – Contact Lindikai - 073 292 6339 – he also delivers.

Paternoster Xpress, on your left as you enter Paternoster, for ice & other basics – 022 752 2627

Beauty Clinic – Paternoster Dunes – Contact Carol on 022 752 2217.

Hairdresser – Salon Le Notre Père – Contact Hennie on 071 978 0258

Seabreeze Laundry – Contact Sherene - 073 656 8893

Vredenburg (15km away) offers a Pick 'n Pay, Shoprite & OK Minimarket & Weskem Pharmacy in the town and at Weskus Mall you will find a Woolies, Checkers, Pick n Pay & Food Lover's Market. There is also a provincial hospital and Life Private Hospital.

***Thank you for your booking. We do hope that you will have a relaxing stay.
The Stay in Paternoster Team***