

GENERAL INFORMATION

Please read our FAQ page on our website for helpful information and take note of these important details:

- **SELF-CATERING**

Properties sole usage is for residential purposes only i.e. no business activity allowed that allows access to property by non-paying guests. No commercial photographic or video/film production allowed. No catering companies.

Though we are not a hotel or guest house we have provided, upon arrival, some complimentary tea, coffee, sugar and long-life milk to get you started. We provide toilet paper, basic soap, body wash and shampoo throughout your stay along with linen and towels. We appreciate everyone has different tastes, allergies etc. and we are conveniently located close to shops for personal and essential supplies. The closest grocery store is Spar Supermarket, in Cape Quarter off Jarvis Street, where you will find everything from washing powder, salt & pepper, oil, tin foil etc. to a great selection of food produce. There is a pharmacy, Clicks, located in the same shopping centre and a Spar Liquor store located opposite the Spar Supermarket entrance.

For late night shopping, after 9pm, there is the BP Garage opposite Cape Quarter on Somerset Road, this has a 24 hour Pick-n-Pay Express. Both locations have ATM machines; please be vigilant when using these.

- **24 HOUR EMERGENCY ASSISTANCE**

Please keep in mind, outside our reception hours, that we are available only for EMERGENCIES such as power cuts, burst pipes or lost front door keys.

Our emergency mobile is 072 457 4387; a staff member will respond to your call.

Any emergency that requires a staff member to come out to a property and is not considered an emergency, and could have waited until the morning, will be charged R300 call out. If you have lost or locked your keys inside the property, then this call out fee will also apply.

We are of course happy to assist with any requests, advice or information during the day-time in the week.

Additionally, our website has a helpful FAQ and Recommendation section and the A4 & A5 Property Guides provide further information. The A4 Property Guide has a QR code so you can access our Digital Property Guide which not only gives you access to the property operating instructions and inventory but also floor plans, maps, check-out info. and local resources.

Should you have any problems during your stay please let us know at the time and we will do everything possible to solve it right away, during our reception times.

- **NOISE & PARTIES**

We are located in a residential area and we kindly request that you appreciate other residents live close by and ask that you respect this and keep noise level down, especially after 10pm.

We of course want you to enjoy your stay with us and do allow a maximum of two day visitors that must vacate the property before midnight. Extra charges apply after this time.

We do not allow parties or events. If parties or loud music is heard, or neighbours complain and/or police/staff are called, it could result in immediate eviction regardless of the time or night. This will result in loss of accommodation payment and any property security deposit.

We do appreciate your full cooperation in this matter so everyone in the area has a peaceful time.

- **BREAKAGES, LOSSES & FAULTS**

If you find anything missing or in need of attention let us know at the start of your stay; you are most welcome to email us or drop us a message via WhatsApp. Full inventory is available via the Digital Guide via the A4 Property Guide.

If you accidentally break anything or misplace, please let us know immediately so we can replace. We want you to enjoy your stay and not be inconvenienced by something that can be easily replaced or quickly repaired.

Please make sure you return all property keys when you leave; we will need to replace locks/keys/tags/remotes at your cost if any key sets are not returned promptly and in time for the next guests arrival. This is for the security and safety of all our guests.

- **SECURITY & SAFETY**

Please treat Cape Town like any other major city and use common sense.

Please do not leave your doors & windows open, always use your safe for any cash and valuables, keep your property keys with you at all times and do not leave belongings in any parked vehicle.

The area has its own security patrol; contact details available in property A5 guide.