

PROPERTY SECURITY DEPOSIT

A separate refundable Property Security Deposit of R2000.00 is payable 7 days prior to check-in by the main guest staying. This can only be paid by main guest staying with Visa or MasterCard credit card, via 3D Secure payment link or South African bank account

- Once the property has been fully checked, and all is found to be in order, this full deposit will be released from our bank account, to the same credit card used to make this payment, within seven South African working days of your departure. For local SA Bank deposit payments you must provide these same banking details for us to make the refund. If any deductions are applicable, for losses, damages etc. the final refund may take longer as we need to get replacement costs and thereafter bank processing can take longer.
- Please note your funds will have been released and left our bank account however the transfer Merchant Bank, Visa/MasterCard and your bank can take up to 7-14 working days to clear funds into your account, which they say is standard banking practice. This can sometimes take longer for international clients though no longer than 21 working days. Within this time-frame we unfortunately cannot confirm the exact day you will receive funds.
- If you have any difficulty in tracking this refund, after this banking time-frame, please let us know and we will of course contact the Merchant Bank to confirm payment transfer date details.
- The main guest named on the booking form should notify reception the same day of check-in, or next morning if late check-in, should any property items be broken or missing when they checked in.
- Please inform us during stay of any loss or damages so this can be added to your account and settled upon departure. Any loss or damage to the property and/or its contents must be paid for, even if accidental.
- Should the loss or damages exceed this R2000.00 deposit amount the guest will be billed accordingly.
- Should your card details change between making the deposit and arrival please update us before check-in.
- Should you be booking via one of our registered preferred agents and have difficulty making payment on time, 7 days prior to arrival, with prior written notice we can take payment at check-in. The guest must arrive during our reception hours or be using our late check-in service. Should the guest credit card fail the agent must pay immediately on their client's behalf at time of check-in via 3D Secure payment.

The person responsible, in terms of this agreement, for all outstanding costs is the main booking guest name and person that stayed in the property

- If any item is missing, broken or damaged the replacement value or repair cost will be deducted from this deposit, this includes stains and scratches, beyond normal wear and tear. Full property inventory available in Digital Guide;
- If there are any traces, signs or smells indicating that someone has smoked or vaped in the property the deposit will not be refunded;
- If there is additional extensive heavy cleaning required then this will be deducted from this deposit;
- If there are stains on the linen that cannot be removed then replacement costs will be deducted from this deposit. Please note substances like make-up, tanning lotions/oils, ink and blood can leave permanent stains.
- If the staff become aware of any issues arising of the misuse of the property and/or complaints from neighbours during or after your departure this deposit will not be refunded;
- If windows, skylights and or doors are left open upon departure that result in damage or theft this deposit will not be refunded. Guests are responsible for making sure awnings are in and umbrellas are lying flat when not in use;
- If any keys etc. and vehicle permits are not returned upon check-out, and cannot be returned prior to next guest check-in, then locks, keys, remotes, fobs, tags and permits will be replaced and for the guest's account;
- If there are outstanding charges not paid for at time of departure, these will be deducted from this deposit amount; these include late check-in's & check-out's, transfers and all extra guest services relating to your stay.

The main guest consents to this deduction and undertakes to leave the accommodation in the same condition as found at arrival