



## **Deposit and Cancellation**

To secure your booking a 50% deposit is required. The deposit can be made per credit card or EFT. Refunds of deposits paid for bookings are at the discretion of Ouma se Plaas and are dependent on ability to resell the rooms. The balance is due 7 days prior to arrival.

On arrival guests are obligated to pay a R 1000.00 refundable breakage deposit. Should the accommodation be left in a undesirable state a R500.00 cleaning fee will be deducted from the breakage deposit.

## **Minimum stay**

We offer stays of two nights or more.

## **Discounts**

Ouma se Plaas offers different discounts due to availability. In principle, there is no legal right to discounts unless confirmed at the time of booking. Only one discount can be applied per booking.

## **Damages, losses or injuries**

Ouma se Plaas cannot be held responsible for any damages, losses or injuries sustained while on the property. Please park your car inside the property and leave no valuables in the car. It also remains the responsibility of the guests to ensure that valuables are kept safe. Ouma se Plaas do not take any responsibility for injuries or fatalities sustained during your visit. You enter Ouma se Plaas at your own risk, and take responsibility for any Damages, losses, injuries and fatalities.

All missing items, breakages in and damage to cottages, furniture, fittings, soft furnishings, roads, fencing, gardens, extras costs and fines will be charged to the guest should the breakage deposit not cover the costs the guests will be liable for the payment thereof this is not limited to the key deposit. No dispute discussion regarding breakages or damage will be entertained unless a guest reports same within one hour of checking in.

## **Check-in and check-out**

The check-in is between 15:00 and 17:00. The latest check-out is at 09:00. Other times can be arranged if Ouma se Plaas is available accordingly.

## **Night rest**

We ask our guests to keep the night's rest from 10 p.m. to 7 a.m. Events and parties are not allowed.

## **Registration**

After your booking is finalized you will be asked to send the names of all travelling guests to Ouma se Plaas. Only the registered guests have the right to enter the property.

## **Contact Hours:**

The manager is contactable from 07:00 to 18:00 on weekdays and from 08:00 to 18:00 on weekends and public holidays. Manager is contactable 24 hour for any emergencies. Manager: Esme Keyser 071 975 0587, it is advised that you contact the Manager via WhatsApp.

## **Security & Storage:**

Although the establishment takes reasonable steps to ensure the safety and security of guests and their possessions, guests retain final responsibility for their own safety and security. Please always keep the accommodation locked and place all valuables in the safe provided. Always leave the accommodation windows closed and locked on departure.

## **Braai/Facilities and Common Areas:**

All areas are used at own risk and children always need to be under responsible adult supervision. The accommodation has its own braai area and equipment. Please do be considerate when it comes to noise levels. No loud music is permitted. No noise/shouting and running is allowed. Always keep the main door and kitchen door closed.

No, fireworks are allowed.

## **Pool / Jacuzzi / River**

Use of the Pool / Jacuzzi / River at your own risk, only for swimmers. Our Pool / Jacuzzi / River is neither secured nor monitored. Children has to be supervised.

## **Pets**

Because of our own animals, pets are not allowed on the property.

## **Smoking**

Inside our accommodation smoking is strictly forbidden.



**Personal conduct of guests:**

Problems connected with abused substances such as drugs and alcohol will not be tolerated, and we respectfully request the “Booking Principle” to take ownership of the Personal Conduct of their guests.

We respectfully request guests to respect the neighbourhood, next door neighbours and the wildlife.

**Plumbing/Electrics, Power/Water & Environment:**

Please be considerate when it comes to the use of the plumbing and electrics. Please do not through or flush any foreign items down any drains. Guest will be liable for any cost or damage as a result of this. Kindly switch off most lights when not in a room and ensure the outside lights for your apartment are switched off in the morning. Please use water sparsely, as we are in a water scarce area with water restrictions. We respectfully request guests to respect our natural environment and wildlife and not to pollute, litter or disturb it.

**Dangerous items/substances:**

No fireworks, dangerous materials/substances or weapons are allowed on property.

**General Incapacity:**

The establishment cannot be held liable if any of the following events or conditions prevents us from fulfilling our obligation to guests. We will take all reasonable steps to minimize disruption and discomfort to guests under these conditions.

- Unanticipated interruption to the electricity, water, sewage to, from or on the establishment’s property.
- Industrial action, civil uprising or criminal activity.
- Fire, frost, flooding, subsidence or any other force major event.
- Government & Municipality local servicing, upgrades and actions.

**Limit to Liability:**

Ouma se Plaas do not take any liability for any loss or damage of personal property, injuries or fatalities optioned at the accommodation. Guests are made aware that they enter Ouma se Plaas at their own risk and that Ouma se Plaas can not be held liable for any loss or damage of personal property, injuries or fatalities optioned at the accommodation



**General:**

- The Right of Admission will apply.
- Enter & use of premises and facilities at own risk.
- Please take note that floors are slippery when wet.

**Standard Trading Agreement Indemnity:**

The below is a standard trading condition of Ouma se Plaas and due to the public availability thereof, it is regarded as having been seen and accepted by any party entering into a booking or other agreement with Ouma se Plaas.

This is a standard trading condition of Ouma se Plaas and is a condition of residence/presence. (party entering into a booking or any other agreement with Ouma se Plaas or wanting to reside or be present on Ouma se Plaas)

**Do hereby declare to and in favour of Ouma se Plaas and/or each of its associated companies, owners, trustees, employees, contractors, sub-contractors, agents, workmen or representatives (hereinafter jointly and severally referred to as "Ouma se Plaas") the following:**

- *That I/We have read, and accepted Ouma se Plaas Terms and Conditions presented during the booking process. I have also read and accepted the House Rules and Payment policy as presented during arrival in reception area and which is also available in each apartment.*
- *That I/We enter the premises of Ouma se Plaas entirely at my/our own risk.*
- *That I/We acknowledge that I/We am/are aware of the risks involved in staying at this premises and any activities, which are or may be offered by Ouma se Plaas or embarked upon by me/us whilst upon the premises of Ouma se Plaas and/or using equipment belonging to Ouma se Plaas and accept such risks.*
- *That I/We acknowledge that I/We am/are aware of the risks involved in being present on premises bordering a forest & coast line, as such there will be dangerous sea currents and animal/sea life including but not limited to snakes, scorpions, spiders, sharks and toxic sea creatures and with the free reign of animals, insects, birds and reptiles onto the property whilst upon the premises of Ouma se Plaas and accept such risks.*



- *That I/We undertake, when on the premises or involved in any activity at Ouma se Plaas, to obey all rules and regulations laid down by Ouma se Plaas and to familiarize myself/ourselves with such rules and regulations.*
- *That I/We hereby agree that it is a condition of my/our presence on the premises and/or participating in any activities that Ouma se Plaas shall not be responsible for any accident or bodily injury or death to any person or loss of or damage to property, whether suffered by me/us or any person brought by me/us upon Ouma se Plaas premises regardless of whether such injury, death, loss or damage results from the negligence of Ouma se Plaas or from any other cause whatsoever.*
- *I/We undertake to procure that every person accompanying me/us will accept the aforesaid conditions of presence/participation, as well as the terms and conditions of this indemnity and will agree to be bound by it.*
- *That I/We indemnify (where more than one person, jointly and severally) Ouma se Plaas against any claim by and on behalf of a person accompanying me/us or under my/our control (whether a minor or disabled person or otherwise and including such person's heirs, executors, trustees, administrators or assigns) arising from, or in connection with any of the aforesaid activities, or his/her presence on Ouma se Plaas premises, including specifically without being limited thereto, any claims in respect of injury, death, loss or damage, as aforementioned, and arising from any cause referred to above.*
- *That I/We hereby bind my/our heirs, executors, administrators or assigns to this declaration and undertaking.*
- *That I/We are aware of the Ouma se Plaas evacuation procedures, i.e. to leave the Apartment speedily through the front door (if safe) or backdoor (following signs), without pause to take personal effects, and to proceed to the driveway (assembly point) on the front South Eastern corner of the property, unless unsafe in which case to proceed to the back of the building on first floor exiting through forest area.*

**By receiving this document, the Management and Owner/s of Ouma se Plaas and the guest agrees to adhere to the Rules and Regulations of the Accommodation**

Kind Regards

*Ouma se Plaas*

