

FLANDERS SOUTH

VACATION RENTAL TERMS AND CONDITIONS

This Vacation Rental Agreement ("Agreement") is made between the Guest ("Guest", "You", "Your") and the Owner/Property Manager ("Owner", "We", "Us", "Our") of the rental property described below. By booking and staying at the Property, you agree to be bound by the following terms and conditions.

1. PROPERTY DETAILS

Rental Property Address:

71 Conradie Road, Theescombe, Port Elizabeth, South Africa

Standard check-In Time: 11:00 am

Standard check-Out Time: 10:00 am

Maximum Occupancy:

- Entire domain: 10 guests
- House: 8 guests
- Cottage: 2 guests

2. GUEST IDENTIFICATION

Adults only: except in case of prior written authorization, no children (-12y) or infants are allowed.

Photo ID's and/or passports, together with official address details, a contact email and cell phone number where guests can be reached both prior, during and after their stay must be provided for all guests before check-in.

We reserve the right to provide our armed security company with the details of the guests. The security company can perform ID checks.

Guests who cannot not provide full ID, may be refused entry or evicted.

3. BOOKING & PAYMENT

- A 50% deposit of the total booking price is required at the time of booking. Bookings are final when the booking request is confirmed in writing by the owner at which time the deposit is due.
- If the full deposit is not received within 24 hours after the booking confirmation, the owner reserves the right to cancel the booking and charge a cancellation fee equal to the deposit amount.
- The remaining balance is due 48 hours prior to check-in.
- Check-in cannot occur if the remaining balance or security deposit is not received in time.
- Payments and deposits can be made via Bank Transfer (EFT: Electronic Fund Transfer) or Paypal
- A refundable security deposit of ZAR 1,000.00 per occupant will be required to cover damages or excessive cleaning. To be refunded 15 days after checkout. The security deposit must be paid in full 48 hours prior to check-in at the latest.

- In case of overstaying the booking period without prior agreement, the owner reserves the right to have the occupants evicted.
- The guests can request an overstay in advance or in case of proven flight delays if the property is available. The overstay pricing, to be paid for at the beginning of each day, in cash, will be due per extra day and charged at peak price rates.
- If the property is no longer available or rented out to other guests and the overstay causes other guests to be hindered in their own check-in, the overstaying guests will be liable for damages thus incurred.

4. CANCELLATION POLICY

- In all cases, once the booking is made, 25% of the total booking amount will be due.
- We will consider partial refunds in case of proven force majeure for events communicated and accompanied by written proof more than 72 hours before check-in.
- No refunds for cancellations without acceptable proof of force majeure made less than 72 hours before check-in or no-shows.

5. HOUSE RULES

- **No Smoking:** Smoking is strictly prohibited inside the house.
- **No Pets:** except service/assistance animals
- **Parties or Events:** We take pride in providing tranquility not only for our guests, but also for our neighbors. Please be mindful of the environment, the natural setting and the neighbors. Unless expressly agreed upon upfront, parties or events are not welcomed. Unauthorized events which cause complaints or nuisance will result in immediate eviction and forfeiture of the security deposit.
- **Garbage:** Please dispose of trash in the designated bins.

6. CHECK-IN / CHECK-OUT

- Early check-in or late check-out must be approved in advance and may incur additional fees.
- Guests must return all keys, remotes at check-out.
- Used towels and linens should be deposited in linen baskets

7. DAMAGES & LIABILITY

- Guests are responsible for any damage caused during the stay.
- Costs for repair or replacement will be deducted from the security deposit or charged directly to the guest.
- The Owner is not liable for accidents, injuries, or illness that occur on the premises or its facilities.

- The use of the Pool is entirely at own risk

8. CLEANING

- The property will be cleaned prior to guest arrival, and after guest departure.
- For longer stays, optional extra cleaning can be agreed upon, but the request must be made at least 10 days in advance to arrange for extra personnel. (extra daily rate R500.00)
- Guests must leave the property in a clean condition. Excessive cleaning or staining may incur an additional fee.

9. USE OF PROPERTY

- The property is for residential vacation use only.
- Subletting or assigning the lease is prohibited.
- Guests agree to comply with all local laws and community rules.

10. TERMINATION

- The Owner reserves the right to terminate this Agreement and evict any guest for violating house rules, exceeding occupancy limits, or engaging in illegal or disruptive behavior.

11. FORCE MAJEURE

- We are not responsible for events beyond our control such as natural disasters, power outages, labour strikes, loadshedding, riots or upheavals, protests, or government actions that may affect your stay.

12. AGREEMENT

By booking this property, the Guest acknowledges that they have read, understand, and agree to these terms and conditions.

Contact Information

Name of Owner (for administrative and booking issues): Arvid
email: booking@flanderssouth.com
Name of caretaker (for practical questions on site): Dennis
Phone: to be disclosed after booking