



TERMS AND CONDITIONS CAZA BEACH GUESTHOUSE

- Check-in time is STRICTLY between 2pm and 7pm DAILY and CHECK-OUT until 10.00am. An additional room fee will be charged on any guest checking out after 10.00am. Extension of stay must be requested at reception by 9.30am and is payable up-front. This service is only available when the room is empty the next day.
- Please ensure that television and aircon remotes and room key and remote are handed over at the hotel management on departure date. Replacement charges of R300.00 for each remote, R1500 will be charged in case of lost keys and gate remote.
- When you check out early, keys and remote can be dropped in the key box next to the white gate.
- Housekeeping operates between 8am to 2pm. Rooms are serviced between these times only. When you don't leave your room before 1pm your room will not be cleaned that day.
- Although every precaution will be taken towards the safety of guests, staff and management of Caza Beach guesthouse will not be held liable for any theft or injury to any person within the hotel premises. Please ensure that all doors and windows are closed and locked when leaving your room.
- We have a strict NO NOISE POLICY FROM 22.00PM - VISITORS ARE NOT ALLOWED ON THE PREMISES. All the facilities of Caza Beach are available only for those that have made a full payment. All accounts have to be settled on arrival.
- SMOKING IS STRICTLY PROHIBITED IN THE ROOMS and other areas within the premises except for the designated areas. When we notice you smoke in the room we will charge clean-out fee of R2000.
- All stained linen, broken utensils and damages to anything in the room will be charged for. Any damages observed on check-in should be reported to reception immediately.
- Breakfast is served between 7am and 9am on weekdays and between 8am and 10am Saturday + Sunday and public holidays.
- Irons and boards are available at reception FREE OF CHARGE. To be collected at Reception and brought back after use.
- No credits or refunds will be entertained on cancelled bookings 7 days before check in date or early departures.
- Lost and found property will be kept for a maximum period of 30 days, with unclaimed goods disposed of thereafter.
- NO PETS will be allowed on the hotel premises.
- Any act deemed illegal by law is not permitted within hotel premises and the Police will be summoned if any occurs. We have a right to search any room that we suspect of any illegal activities. The guest or guests involved in the illegal act will be asked to immediately vacate the hotel premises. NO REFUND will be given.
- We will not be held liable for any loss, theft or damage of any personal belongings, cash, jewellery and or motor vehicles, however caused, during your stay at the Guesthouse.
- We will not be held responsible or accept any liability or issue any refunds, for occurrences resulting in loss of occupancy or personal injury caused by circumstances outside our

reasonable control, such as; faults in the electrical or plumbing installations, the breakdown of domestic appliances, invasion of pests, exceptional weather conditions, flooding etc.

- You are responsible for your own safety and well-being while in the Guesthouse. Liability will not be accepted for any injuries sustained on the premises.
- We will not be held responsible or accept any liability for injury to children, or their well-being while in the Guesthouse.
- We offer laundry services during weekdays at an extra charge of R200 per load.
- You acknowledge that the premises contains an unsupervised, open pool which may be used at your own risk. Children must be under adult supervision at all times.
- You are responsible for the security of your belongings.
- We are not responsible for accidents on the parking area. Any damage that you cause to the gate or building or furniture, you will be charged for. We have onsite parking available, 1 car per room.
- Our reception is open between 8am – 8pm.
- When you make a confirmed booking at Caza Beach guesthouse, this means you agree with all our terms and conditions from above.

Have a wonderful stay at Caza Beach Guesthouse!

We are looking forward meeting you.