



Tel: (022) 752 2048 – Cell: 083 204 1051 – E-mail: [reservations@stayinpaternoster.co.za](mailto:reservations@stayinpaternoster.co.za)

These booking conditions (terms and conditions) must be read in combination with our indemnity and disclaimer document which all guests will be required to agree to and sign upon check-in. Our indemnity and disclaimers are read into these booking conditions and *vice versa*. Nothing contained in our booking conditions, indemnity and disclaimers are intended to limit any rights that you may have under the Consumer Protection Act, 68 of 2008 (as amended).

## Booking Conditions

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You hereby acknowledge, confirm and agree that all rentals are subject to the following Booking Conditions and that you and anyone accompanying you will be bound hereby. Upon paying a deposit, you acknowledge your acceptance and understanding of these Conditions and that a valid contract is then formed between you and us.

### Payments

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#### Deposit

Credit card payments – please request a secure link to be sent via email, for any credit card payments.

For electronic fund transfers, please deposit the amount due into the following bank account before the due date. Kindly enter your booking number and surname on the proof of payment as reference and e-mail the proof of payment to [reservations@stayinpaternoster.co.za](mailto:reservations@stayinpaternoster.co.za). **Please note a cash handling fee will be charged for cash deposits made at ATM's or over the counter at the bank.**

**Account Name: Stay in Paternoster**

**Bank: Nedbank**

**Branch: Vredenburg**

**Account No: 100 660 1953**

**Branch code: 159 505**

**Type of account: Cheque**

Please note that your booking will not be confirmed until the proof of payment has been received and the amount reflects in our bank account. Please ensure that you enter the correct booking number as a beneficiary reference so that the payment can be correctly allocated to your booking.

#### Outstanding Balance

Please ensure that the outstanding balance is paid at least 7 working days prior to arrival. Should a booking be made less than 7 days prior to arrival, the full amount will be payable as deposit. Kindly forward proof of payment via e-mail or provide on arrival. We reserve the right to cancel your booking in the event that the full outstanding balance has not been received by us as stated herein.

#### Cancellation Policy

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If a booking is cancelled more than one month prior to arrival 85% of deposit will be refunded.

Between 30 & 22 days prior to arrival 70% of deposit will be refunded.

Between 21 & 16 days before arrival date 50% of amount paid will be refunded

Between 15 & 7 days before arrival date 20% of amount paid will be refunded

Less than 7 days before arrival date, or in the event of a guest not arriving, no refund will be considered or paid.

Bookings may be rescheduled once at no cost, provided this is done 7 or more days before date of arrival. Thereafter the normal costs for cancellation shall be applicable. Should the rescheduled date fall into a higher season rate, you will have to pay the difference.

#### Cancellations due to Covid-19

Refunds due to Covid-19 related reasons will only be considered in the event of Government mandated restrictions. Credit letters issued are only valid for 12 months from date of issue.

#### ***Key & Breakage Deposit / Pet Deposit***

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Depending on the unit booked, a R 500 – R 3 000 key & breakage deposit is payable in addition to the booking deposit, prior to arrival. Keys will not be handed over under any circumstances unless the key and breakage deposit has been received by us. This deposit is refundable by bank transfer within 5 – 7 working days after departure, once the rental unit has been inspected and all found in order. Please note that the key deposit will be retained and considered forfeited, if it is discovered that additional guests, in excess of the number booked, are found to be utilising and/or staying at the premises. In addition to this we also reserve the right to charge an additional levy in such an event. Please note that a cleaning fee may be deducted from the key and breakage deposit should a house be left in an excessively dirty state, which includes but is not limited to, excessively dirty dishes and/or soiled linen. Units that are specifically identified as pet friendly, charge a non-refundable pet deposit of R200 per pet. This is payable with the deposit prior to arrival. Strictly no pets are allowed in any unit not specifically identified as pet friendly when you make your booking. Please furnish us with your banking details prior to arrival for the refund. Please note that if we have not received your banking details within 12 months after your initial booking date you will be deemed to have forfeited your refund. Refunds shall only be paid via EFT.

#### ***Key collection & drop-off***

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Please collect the keys from the accommodation office, situated at 87 Saint Augustine Road, Paternoster (GPS Co-ordinates: 32° 48' 34.30"S - ° 17'53' 38.98"E). Please see attached map. Should you depart and find the office closed, there is a key deposit hole in the wall on the right-hand side of the entrance to the office. Please drop the key in there and make sure you hear it fall on the inside, to ensure that it doesn't perhaps get stuck.

#### ***Check-in & Check-out***

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Check-in time is strictly between 14h00 – 17h00 (Mon – Thu), 14h00 – 19h00 (Fri) & 14h00 – 16h00 (Sat & Sun & Public Holidays). No check-ins or check-outs will be entertained on Christmas day, Good Friday, or New Year's Day. A surcharge of R 200 per hour or part thereof, will be charged for any arrival after the check-in times as indicated. This surcharge will automatically be deducted from the Key & Breakage deposit.

Check-out time is strictly at **10h00** on the last day of your stay. Any unit that is not vacated by 10h00 will be subject to a surcharge of R 200 per hour or part thereof, for each hour exceeding the check-out time. This surcharge will automatically be deducted from the Key & Breakage deposit.

#### ***Directions***

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From Cape Town – travel north from Blouberg on R27, turn left at Vredenburg turn-off; travel through Vredenburg to Paternoster. The entire trip is ± 140km.

From Cape Town International Airport – travel towards Cape Town on N2, take N7 - Malmesbury/ Goodwood turnoff (Jakes Gerwel Drive) and turn right towards Malmesbury. Travel north on N7; turn left at the Melkbosstrand turn-off. Continue to R27. Turn right onto R27; travel north, past Yzerfontein and Langebaan. Turn left at the Vredenburg turn-off; travel through Vredenburg to Paternoster. The entire trip is ± 155km.

In Paternoster – On entering the town, turn left at the 4-way stop. The accommodation office is situated in the first building on your right-hand side, 87 St Augustine Road.

Please see attached map.

#### ***Security***

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As much as we would like to think our fishing village is a safe and friendly paradise, the reality is that this is South Africa and crime is everywhere. We would be failing in our duty to you, our valued guests, not to point out that petty theft does happen when an opportunity presents itself.

We do experience the occasional opportunistic criminal activities, which targets small high value items like wallets, cell phones, iPods, laptops, tablets, GPS's, cameras and binoculars. These incidents are generally not violent.

We strongly advise that all windows and doors are shut and locked and alarms armed when you leave the unit unoccupied. Please also ensure that doors & windows are closed and locked at ground level and all vulnerable areas. Should the property have outside beams and stay/sleep functions, please take care to activate these at night. Also take valuables from your car into the house or lock in your boot.

Often the property may be assessed by the door-to-door vendors (particularly those selling kreef/crayfish/shells) during the day. If you do purchase crayfish, rather do so at the fish market where no one gets close to your property. Remember that purchasing and being in possession of crayfish outside season is illegal and carries a severe fine. These simple measures should go a long way to safeguarding your personal belongings and possessions.

### **Noise Disturbances / Nuisance**

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All guests are expected to ensure that their behaviour, and those of their visitors, remain respectful of the environment and neighbours at all times. Our rental units are not party venues and guests should not book any of our units if they intend to host a party of any kind. Paternoster is a quiet, tranquil village. Excessive loud noise / music may lead to complaints from neighbours. Should you or your visitors behave in a manner that causes a nuisance to neighbours, we reserve the right to cancel the remainder of your booking (and our contract with you) and you will be required to immediately vacate the unit. You are also reminded that noise disturbances, in terms of Municipal Bylaws, are considered as such at any time of the day or night.

### **Smoking**

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All our units are non-smoking units. Smoking inside any unit is not allowed. Any damage caused to a unit or its contents by smoking will be automatically deducted from your key and breakage deposit.

### **Personal Information**

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You consent that we may process your personal information for all purposes related to this Agreement, in accordance with the provisions of the Protection of Personal Information Act 4 of 2013 (as amended). Such consent specifically includes the consent to work with and disclose your bank account details to facilitate the payment of the deposit and any outstanding amounts due under this Agreement between us, and for the refund of the deposit to you.

We will make use of electronic communication with you and wishes to caution you that, since electronic media / IT systems are open to abuse by third parties, we cannot accept responsibility for breaches of confidentiality arising from its use.

### **Covid-19**

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We sanitise all our units before any new guests arrive. All guests are expected to comply with the relevant Covid-19 preventative measures as communicated from time to time by the authorities.

### **General**

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Please note that all our rental units are Self Catering therefore we ONLY provide a starter kit of toilet paper (one roll per bathroom), a small amount of washing up liquid and/or two dishwasher blocks and two rubbish bags. Please bring or buy your own wood.

We do not provide swimming / beach towels. Towels in the units are only to be used for bathing / showering.

In addition to the above bring along your own toiletries, food & drinks.

Our units are not serviced. If you would like to request a cleaner during your stay please contact the Stay in Paternoster office. This will be a separate arrangement, and cleaners can be paid directly in cash.

During a longer stay, linen and towels will only be replaced in the middle of a booking of 7 nights and longer. The house will not be serviced, only fresh linen will be provided. Should guests require clean linen before 4 nights, it will be charged for separately.

High season rates are charged for the Easter long weekend and Jazz on the Rocks weekend in February.

We reserve the right to cancel & refund accommodation, or move guests to similar alternative accommodation should the need arise, for reasons beyond our reasonable control and not due to our negligence.

We act as an Agent for the individual owners of units and we are not authorised to make, or agree to, refunds for any reason. Refunds will be made at the sole discretion of the rental property's owner. In the event of a refund being authorised by the owner it will be subject to a 15% administration fee charged to the account of the guest and deducted as such from any amount due to the guest.

Sub-letting of any unit by a guest is strictly prohibited.

Lost and found items will be kept in storage for 3 months. In the event of items not being collected, it will be donated to a charity of our choosing.

### ***Jurisdiction***

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All guests consent to the jurisdiction of the Vredenburg Magistrates Court in the event of any litigation that may result from this Agreement. Stay in Paternoster CC's legal costs will be charged as attorney & own client costs.

### ***Shopping & Facilities***

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Wood - Kwaai Braai – Contact Lindikai 073 292 6339/073 268 7773 – he also delivers.

Paternoster Xpress on your left as you enter Paternoster, for ice, meat, fresh bread/veggies, snacks & other essentials – 022 752 2627

Vredenburg (15kms away) offers a Pick 'n Pay, Shoprite & OK Minimarket & Weskem Pharmacy in the town and at Weskus Mall you will find a Woolies, Checkers, Pick n Pay & Food Lover's Market. There is also a provincial hospital and Life Private Hospital.

Beauty Clinic – Paternoster Dunes – Contact Carol on 022 752 2217.

Laundry - Seabreeze Laundry – Contact Shireen 073 656 8893

***Thank you for your booking. We do hope that you will have a relaxing stay.  
The Stay in Paternoster Team***