

## Terms and conditions of Lagoon Place

**Check in is 14h00 and check out at 10h00. No exceptions will be made and guests will be billed for late check outs.**

1. The following actions are not allowed and can be defined as misbehaviour:
  - a. If at any time there are more people on the premises than booked and paid for
  - b. If the lodges are used for the facilitating of any birthday parties, bachelor parties or any other gathering of such magnitude not previously arranged with management
  - c. If the lodges are used for the facilitating of commercial activity, such as purchasing goods from local hawkers or traders

Should guests be guilty of contravening any of the above, the deposit which was paid shall not be refunded to them. Said guests will also be asked to leave Lagoon Place immediately. Should guests be perceived as a risk to Lagoon Place, they may be barred from entering the premises and payments will not be refunded

2. All facilities are to be used at own risk and the owners will not accept any liability or legal responsibility whatsoever for any damages loss or injury incurred as a result of utilizing the facilities or any other injuries, losses or damages that may be suffered on the property of Lagoon Place
  - a. **Children should be supervised at all times when on the premises of Lagoon Place**
3. No smoking is allowed in the Lodges
4. No pets are allowed
  - a. Exceptions are only made in the cases where dogs are used as aids to the visually impaired, and management must be informed in advance of such cases
5. No items may at any stage be removed from any of the lodges
  - a. Towels will be provided to guests for usage at the pool, but guests are requested to bring their own beach towels for use at the pool
6. No blankets or any other bedding may be removed from the lodges to be used anywhere else on the premises
7. **Removal of the Kreepy Krauly from the pool or tampering with the pool pump is strictly prohibited, and undertaking such activity shall result in the loss of the deposit paid**
8. The tennis court lights are not for use by guests unless prior written permission is given by management.
9. All 3 lodges are able to facilitate DSTV, but in such an event local guests are instructed to bring their own decoders, and use the facilities provided to set it up. Lagoon Place offers the limited bouquet of DSTV to guests. Lagoon Place will not accept any responsibility or liability should guests find trouble in doing so due to connecting issues with DSTV in the past.
10. During High Season (January and December) all lodges must be booked for a minimum of 5 nights

Breakage deposit:

The breakage deposit will under normal circumstances be refunded to guests within 7-10 working days, but this will be affected by the following:

- a. If there are any signs or traces that any of the conditions mentioned in sections 1 through 9 of the terms and conditions are contravened
- b. If the owner becomes aware of any misbehaviour, as defined in section 1 of the terms and conditions, even after departure, the breakage deposit will not be refunded
- c. If any windows or doors are left open after departure, the breakage deposit will not be refunded
- d. If anything within the lodges or on the premises is either damaged or stolen, then the value of said items will be subtracted from the breakage deposit
- e. If the linen or any bedding is left stained or in such a state that it can no longer be used, then the value of said bedding or linen shall be subtracted from the breakage deposit
- f. Should Lagoon Place need to be heavily or thoroughly cleaned as a result of the stay of guests, then said costs shall be deducted breakage deposit, so as to restore the lodges and premises to the condition prior to arrival of said guests

Should the breakage deposit not be sufficient to cover the damages or losses incurred by Lagoon Place, then guests shall be liable to cover damages or losses in their personal capacity

Cancellation Policy:

Cancellation	Fees to be forfeited
7 days or less prior to arrival	100%
7 to 14 days prior to arrival	50%
More than 14 days prior to arrival	15%

In the event that guests have booked to stay at any of the Lodges at Lagoon Place during peak season, such as over the Christmas and New Year, Easter and the Hermanus Whale Festival, and said guests proceed to cancel their stay at Lagoon Place, they will not be entitled to a refund of their fee.

I, undersigned and my group accept all the terms and conditions as stipulated above. We undertake to abide thereto and confirm that we are aware that if we transgress any of these terms and conditions, we will be evicted from the premises without the refund of any payments. We also accept that the breakage deposit will only be refunded after 7-10 working days after the departure and after the owner has ensured that the lodges have been left in a satisfactory condition

I, undersigned, and my group hereby indemnify the owner against any damages suffered by any of the guests due to negligence on the part of the owner or his employees

Name in print:

Signature:

Date: