

Nick's Seaside Rest FAQ's (Frequently Asked Questions)

1. Are bed linen and towels provided in the house/apartment?

Bed linen and towels are provided. However, should guests use hair dyes and/or medication for treatment of skin problems (lotions containing benzoyl peroxide, e.g. Oxy10) guests must provide their own towels.

2. Are the prices per person or per apartment?

An indication is given on the website of the price per unit (house or studio apartment) per night. Apartments have a capacity as shown on the website. Prices vary according to season and events such as the Two Oceans Marathon and the Argus/PnP cycle tour.

3. How much do I pay to make the booking?

To make a booking you need to make a down payment of 50% of the total charge. This Reservation Deposit is non-refundable, except in extra-ordinary circumstances, e.g. serious illness or death.

4. When do I pay the rest of the money?

The balance of 50% of the accommodation cost plus the Refundable Breakage/Damage/Key Deposit (RBD) must be paid one week prior to arrival. Clients from other countries may pay the balance and the RBD on arrival.

5. How often is the house/apartment cleaned?

For stays of longer than seven nights, the house/apartment will be cleaned and all linens and towels replaced. During your stay you are responsible to keep the house/apartment neat and tidy.

6. Where will we get the keys?

As the owner lives on the same property, the keys will be given to you on arrival.

7. What are the arrival and departure times?

Arrival time is from 14:00. Departure time is until 10:00.

8. Are there extra charges for electricity and water?

Although there are no extra charges for electricity and water, guests are kindly requested to use electricity and water economically in the national interest. No electric heaters and air conditioners/coolers are allowed.

9. What is the minimum stay period?

We require a minimum stay of three nights per booking. However, it's seven nights during the peak holiday season. Bookings for one night only are not accepted.



Arrival & Departure Times:

Arrival time is from 14:00.

However, should guests arrive earlier and the place is not ready, the luggage will be stored.

Departure time is until 10:00.

Luggage can be kept in storage should guests have flights later in the day.

Cancellation Policy:

1. The Reservation Deposit is non-refundable. It will only be returned in part or in full depending on exceptional circumstances, e.g. serious illness or death.
2. If the client does not present himself/herself on the day of arrival, he/she will be charged for the full amount of the reservation, considering that the house/apartment was made available and not rentable to anyone else.
3. Should the client want to extend his/her stay, depending on availability, it will be arranged at the quoted daily rate. However, should the duration of a confirmed stay be shortened, for whatever reason, there will be no refund.

Terms of Payment:

1. A Reservation Deposit of 50% of the total accommodation cost is required to secure the reservation and should preferably be done via electronic fund transfer (EFT)/bank transfer. In the case of cash deposits, clients will be liable for bank charges. Clients also have to pay bank fees charged by their local bank.
2. The balance of the accommodation cost as well as a *Refundable Breakage/Damage/Key Deposit of R500 per stay is due one week prior to arrival. (* in the case of the *House*). Staining of towels and bedding/linens is regarded as damage.
3. The booking will only be confirmed once the Reservation Deposit has been paid and the client has received an email, fax or sms (text message) confirmation. By paying the Reservation Deposit you are accepting the terms and conditions and will be liable for the full accommodation cost.

Rules/Conditions:

1. When using the unit and the surrounding terrain, it will be at your own risk and the owner will not take responsibility for any injuries you may sustain.
2. The renting of the house or studio apartment is only for the number of people indicated by the client in the booking request.



3. NON-SMOKING HOUSE/APARTMENT: Both the house and the studio apartment are non-smoking units.
4. NOISE LEVELS: As the house/apartment is located in a quiet residential area, noise levels should be kept down, particularly during the evenings. Silence after 10 PM would be appreciated. No loud music at any time.
5. Although there are no extra charges for electricity and water, guests are kindly requested to use electricity and water economically in the national interest.
6. The safety, security and tidiness of the house/apartment and its content are the responsibility of the client.
7. Parking on site: Secure parking on site is provided for booked guests. Unfortunately parking on site cannot be provided for friends and visitors of guests.
8. The owner will not be held responsible for unpredictable incidents such as failures in electrical power or water supplies from the local authority.