



L U X U R Y | S E A S I D E | E S C A P E

29 Sandra Rd, Ballito
KwaZulu Natal 4420
South Africa

CK No: 1986/003411/23
VAT No: 4020104693

CONDITIONS OF LETTING

1. All units are privately owned. Right of admission is strictly reserved.
2. **No tenants under the age of 25 are permitted without parental supervision for the duration of their stay. Non-compliance of this shall lead to immediate eviction with no refund of rent.**
3. No dogs or other pets are allowed without special consent.
4. **General booking information:**
 - A 50% deposit of the total amount is required within 24 hours of reservation to secure booking. If the deposit is not received during this time, your booking will automatically be cancelled. The balance is to be paid seven (7) days prior to your arrival.
 - Payment can be made via credit card on our secure FNB payment portal, EFT or Zapper. Cheques, AMEX and Diners Cards are not accepted.
 - Payment must reflect in our bank account before keys can be handed over.
 - Copy of the tenant's Identity Document must be provided prior to arrival or on check in.
 - Any breakage or damage to the property or linen will be charged accordingly.
 - Arrival time: 14:00pm.
 - Departure time: 09:30am.
 - Keys will be available from our office Monday to Friday between 2:00pm – 5:00pm.
 - Arrival after hours (including Saturdays and Sundays after 2:00pm) – keys to be collected from the **SHIPTECH Garage kiosk, No 1 Ballito Drive**. For security purposes you will be required to present your confirmation of booking number and proof of ID before keys are handed over.
 - Keys must be returned to the Ballito Accommodation office (29 Sandra Road) or placed in After Hours key deposit slot located in the office window at the end of hire period.
 - Tenants will be held responsible for all charges relating to lost keys or keys not returned after vacating the premises.
5. **Cancellation Policy.**

Cancellations and amendments will attract the following charges:

 - R500 cancellation fee is applicable for cancellations.
 - If the property can be re-let for full duration of the booking, then the full amount (less cancellation fee) will be refunded.
 - 100% of total amount invoiced, if booking is cancelled 0-7 days prior to arrival;
 - 75% of total amount invoiced, if booking is cancelled 8-14 days prior to arrival;
 - 50% of total amount invoiced, if booking is cancelled 15-21 days prior to arrival;
 - In case of shortened length of stay, the cancellation policy will apply for the cancelled nights.
 - No rental refunds will be made in the event that the property is vacated earlier than the period you have booked for.
 - Ballito Accommodation reserves the right not to provide exemptions from its cancellation policy for medical matters or any other unforeseen circumstances.
 - Early departures or cancellations due to inclement weather conditions are fully chargeable.
 - If any credit due to a tenant resulting from an overpayment or refund is not claimed within 12 months of their departure date, the monies due will be forfeited.
6. **At no time shall the number of individuals residing in the property exceed the maximum allowable occupancy limit.** No parties, overcrowding or excessive noise is permitted in any of our houses or apartments. **Failure to adhere to this will result in immediate eviction with no refund of rent.**



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7. Bed linen, Towels and Bathmats:
 - **Bed linen, Towels and Bathmats will be changed every 7 days unless otherwise specified in the description of the unit / house.**
 - Please click on the link provided in your Confirmation of Booking to see the description on the website.
 - Please contact our office if you would like to arrange for an extra linen or towel / bathmat change. Additional charges will apply.
8. Beach towels are not supplied.
9. Services:
 - **The units / house are not serviced unless stated otherwise in the description of the unit.**
 - Please click on the link provided on your Confirmation of Booking to see the description on the website.
 - If you would like to schedule any extra daily cleans (full service including beds, bathrooms, floors, dishes and braai), please contact our office 24 hours in advance. Additional charges will apply.
 - Services will be conducted between 8:30am and 16:00pm.
 - No services will be done on Sundays or Public Holidays.
10. On arrival, each booking will be supplied with a starter pack of toiletries (1 roll of toilet paper per bathroom, soap, body lotion, a small dishwashing liquid, black bag, and dish sponge) as well as a complimentary tea & coffee pack and a bottle of water. Toiletries and toilet paper for the duration of the holidays are not supplied.
11. Please check inventory upon arrival. Any shortages or damages must be reported to the office within twelve (12) hours. The inventory is done in good faith; we trust you will advise our office of any breakage and pay to the value of the breakage on departure.
12. If you would like to send items that require cleaning to our laundry, we will collect and deliver at an additional cost.
13. Should TV sets, air conditioning units or electrical appliances go faulty during your stay, we will endeavour to have them repaired or replaced as soon as possible. However, no deduction in rent will be allowed for delays beyond our control.
14. Tenants and their visitors must abide by the terms and rules of the Body Corporate of the Complex in which they are staying. If these rules are not adhered to, we may be requested by the Body Corporate to evict tenants or guests without any rental refund.
15. Permission is required from Ballito Accommodation for any day visitors to the property.
16. Ballito Accommodation reserves the right to substitute alternative accommodation or cancel a confirmation should, for any reason, the original flat/house no longer be available.
17. Sub Letting and camping on the property are NOT permitted.
18. Before vacating the premises, please ensure that the property is in the same condition as it was found and all doors and windows are locked and alarms are set.
19. Lost Property: Any lost property that is handed in from the units will be kept in the office and disposed of after one (1) month if unclaimed. Ballito Accommodation will not be held liable for any lost property.
20. Whilst Ballito Accommodation tries to ensure all information is correct, we cannot be held responsible for errors or omissions.



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21. IDEMNITY:

- I agree that neither Ballito Accommodation nor any other person acting for or through or on behalf of Ballito Accommodation shall be liable for any loss or damage, personal injury or wrongful death claim, loss of income or loss of support claim or punitive damages or any other claim of the Tenant or of the Tenant's representatives or dependants arising out of or in connection with the occupation of the property.
- I agree that this waiver of liability and Indemnity Agreement covers the entire duration of my rental of the accommodation provided to me and I agree to indemnify, hold harmless and defend Ballito Accommodation, its agents and employees, from any and/or all claims made against them arising out of my rental and occupation of the premises.
- I make this agreement on behalf of myself, my dependents, my heirs, my agents and any other person claiming through me.

22. Accrued Interest: All accrued interest within Ballito Accommodation's Trust Accounts shall be remitted in its entirety to the Property Practitioners Regulatory Authority (PPRA) on an annual basis

23. Should you fail to make payment as aforesaid or carry out any of your obligations under this agreement, Ballito Accommodation shall without prejudice to its rights, be entitled at its discretion, to recover all expenses, costs and charges which Ballito Accommodation may incur arising out of your breach, including legal costs on an attorney and client scale and collection commission.

24. **ON RECEIPT OF YOUR DEPOSIT YOU ARE DEEMED TO HAVE ACCEPTED THE ABOVE CONDITIONS OF LETTING.**

Please click on the following link to see our Privacy Policy:

<https://www.ballitoaccommodation.co.za/privacypolicy>