

TERMS & GUEST HARMONY GUIDE - Ensuring a Serene Stay for Everyone.

We'd love you to choose **West Coast Shores Guest Suites**. Our goal is to ensure you have a magical experience. This is a brief guide to our terms which are designed to protect you, other guests, our dedicated team, and the tranquil spirit of Jacobsbaai.

1. THE SPIRIT OF THE HOUSE (Protocols)

1. Peace & Quiet Policy

As a sanctuary for rest and reflection, we kindly ask guests to respect our "Quiet Hours" from 21:00 to 08:00. Our suites are designed for relaxation, and we maintain a strict no-party policy to protect the serenity of all our guests and neighbours at Perlemoen Close.

1. RESERVATIONS & CANCELLATIONS

We understand that "life happens", and **while we strive to be flexible, our standard cancellation policies apply to all bookings to ensure the sustainability of our small, dedicated team.**

- **Booking Channels:** If you booked via an OTA (like Booking.com, AirBnB or LekkeSlaap), their specific deposit/refund terms apply. For direct bookings, our standard policy ensures fairness for both parties.
- **The "Raincheck" Policy:** Before processing a refund, we prefer to offer a "Raincheck" (credit for a future stay), allowing you to experience the West Coast at a later date, and allowing WCS to be sustainable.
- **Refund Criteria:** Refunds are calculated based on related admin costs and our ability to re-let the suite for the same period. There are no refunds for early departures.

Period	Deposit Required (Due on Invoice)	Cancellation / Refund Schedule
Annual (ie Not Peak) (15 Jan – 14 Dec)	100% (if < R5000) 60% (if > 1 month lead, balance 2 weeks before arrival)	2 months or longer: 100% 1 month to 2 months: 90% 2 weeks to 1 month: 50% < 2 weeks: 0%
Peak (ie Year End) (15 Dec – 14 Jan)	100% (if < R5000) 60% (if > 2 months lead, balance 1 month before arrival) 100% (if < 2 months lead)	3 months or longer: 90% 1 month to 3 months: 50% < 1 month: 0%

2. ARRIVAL, DEPARTURE & OCCUPANCY

- **Check-in (15:00):** Early arrivals may be granted if your suite is ready. Please sign our registration form on arrival—this signifies your acceptance of these terms.
- **Check-out (10:00):** To maintain our 5-star cleanliness standards, we require time to prep for new guests. Please enquire if you need a late checkout.
- **Guest Capacity:** Rates are based on the number of guests reserved. Please, no "unannounced" day visitors or overnight guests without prior host approval.
- **Settlement:** All accommodation bills must be settled prior to check-in. Additional services (like the *BraaiKamer*) will be billed for settlement before departure.

3. SAFETY, SECURITY & LIABILITY - Your peace of mind is our priority.

- **Smoking & Fire Safety** To preserve the freshness of our luxury linens and the integrity of our West Coast architecture, all suites are strictly non-smoking.

While Jacobsbaai is a peaceful haven, we advocate for mindful security:

- **Personal Responsibility:** Please lock your suite when out or retiring for the night. Do not leave valuables visible in vehicles or rooms. Lock your parked vehicles.

- **Indemnity:** Guests stay at West Coast Shores Guest Suites at their own risk. The owners and staff accept no liability for injury, illness, loss, or damage to your vehicles or property during or after your stay.
 - As a legal requirement, all guests must provide a valid ID/Passport on or before check-in.
 - West Coast Shores Guest Suites is equipped with CCTV in parking areas.
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4. THE SPIRIT OF THE HOUSE (Protocols)

- **Peace & Privacy:** The serenity of our neighbours and fellow guests is paramount. We kindly ask for respectable conduct, low noise levels and no running on the property.
 - **No Smoking:** We are strictly **Non-Smoking indoors**. Please use designated outdoor areas and request an ashtray—help us keep our West Coast grass and roads pristine.
 - **Pet Policy:** We occasionally welcome small, well-behaved dogs in specific suites. This must be arranged and quoted in advance.
 - **Social Media:** We love it when you share your magic moments that support our brand. If you have a concern about the “fit”, please chat with us first.
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5. ESSENTIAL GUEST INFO

- **Power & Water:** At **13 Perlemoen Close**, we utilize solar power (ask us about geyser times!). Water is a precious resource here; please help us conserve it.
 - **Connectivity:** Complimentary WiFi is available (subject to our ISP). Your suite leaflet contains the password.
 - **Amenities:** Enjoy our **Ocean Forest Collection**—inspired by local kelp forests with notes of minty citrus and woody amber.
 - **The Bay:** Use of a double kayak (at your own risk) and beach towels are available on request. Please return after your ocean adventures.
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6. HOUSEKEEPING & CARE

- **Laundry:** An Iron & Ironing board are available on request. Personal laundry can be arranged for a nominal fee.
 - **Sensitive Plumbing:** Our coastal system is delicate—please do not flush foreign objects. Use the bins provided.
 - **Heated Towel Rails:** Please keep these **ON** to ensure your towels dry efficiently and reduce unnecessary washing.
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7. THE LEGAL BITS

- **Right of Admission:** We reserve the right to request guests vacate the premises (without refund) in cases of serious misconduct, substance abuse, or disrespect to staff/guests.
- **Liability:** Guests are liable for any financial loss or damage caused to the property through negligence.
- **Prohibited Items:** Hazardous materials, weapons, or illegal substances are strictly prohibited.
- **Abandoned Goods:** Items left behind will be held for 30 days before being deemed abandoned. We can advise on courier collection at your cost.

Management reserves the right to amend these policies to ensure the continued harmony of West Coast Shores.