

Moments Guesthouse House Rules



Welcome!

We're delighted you've chosen us for your getaway. Before your stay begins, please take a moment to review our house rules and important information.

By paying your deposit and confirming your booking, you acknowledge that you have read, understood, and agreed to these terms.

We look forward to hosting you and making your experience enjoyable!

We kindly ask that you show our property the same care and respect you would your own home.



Rooms & Amenities

- **Towels & Makeup:** Use the **coloured cloths for makeup removal**—do NOT use the white towels. Replacement fees apply for permanent stains.
- **Pool Towels:** Dedicated coloured pool towels are provided in your room for outside use. Please **do not use the white bathroom towels at the pool area**.
- **Dining:** Enjoy meals that require cutlery at the **dining table in the lounge**. Please keep plated food out of the bedrooms.
- **Showering:** Direct the **shower head toward the wall** after use to prevent water splashing outside the enclosure.



Financial & Security

- **Refundable Breakage Deposit:** A fully **refundable breakage deposit of R500** is required upon check-in. This is returned after check-out upon satisfactory inspection (processed within 7 days).
- **Keys:** Please keep your keys secure and **do not lose or misplace them**. Lost keys will incur a **replacement fee** R350 per room.
- **Entrance Security:** For the safety of all guests, the **main steel gate must be locked immediately** every time you enter or exit the property. Your cooperation in collective security is essential.



Shared Spaces & Conduct

- **Smoking: Strictly prohibited indoors** (includes vaping/e-cigarettes). A significant cleaning fee applies for indoor violation. Smoking is allowed only in designated outdoor areas.
- **Noise & Respect:** Always keep noise at a respectful level. Be especially mindful during **Quiet Hours (10:00 PM – 8:00 AM)**.
- **Communal Kitchen:** Leave the communal kitchen **clean and hygienic** immediately after use (wash dishes, wipe counters, etc.).
- **Toilets: Only flush standard toilet paper.** Guests are responsible for plumbing blockages caused by other items (wipes, sanitary products, etc.).



Services & Maintenance

- **Housekeeping Schedule:** Service is provided **once daily, Monday to Saturday**. Staff are off on **Sundays and Official Public Holidays**. Sunday/Holiday service is available for an **additional service fee** by arrangement. **Laundry:** Service is available for an **extra fee**. **Ironing is not included.** **Conservation:** Use **water and electricity sparingly**. Please switch off lights and AC when leaving the room.
- **Damages:** Please **report any breakages or damages immediately** so we can address them promptly.
- **Windy:** Secure doors to prevent slamming or damage during strong winds. Use door stoppers or windbreaks to reduce accidents.



Wildlife & Baboon Safety (Crucial)

- **Safety First:** Certain times of the year, a troop of wild baboons may pass through the area. **Please never feed them or attempt to touch them.** They are wild animals and can be dangerous.
- **Security:** To prevent entry, please **ensure all doors and windows are closed and locked** whenever you leave your room or the main house.
- **Local Alarm System:** If you hear the local baboon alarm (often **vuvuzelas**), please **immediately lock all doors and windows** until the noise stops.

⚡ Guestroom Electricity Allowance Notice

To help manage energy fairly, we monitor electricity consumption daily.

- At the start of each day, we note the electricity meter reading. The next morning, we check the new reading to see how much was used in the past 24 hours.
- Each guestroom is allowed R20–R25 worth of electricity per day (about 7 kWh).
- This allowance covers normal use such as:
Fridge, Lights, TV/WIFI, Cooking appliances (microwave, kettle, stove)

If consumption exceeds the daily allowance, the extra cost will be added to your account. Thank you for helping us conserve energy 🌍.

Water & Electricity Usage 💧 ⚡

- Your room **includes a daily allowance** of water and electricity.
- Water and electricity are **not unlimited**. This helps us:
 - Reduce environmental impact
 - Keep our costs reasonable
 - Maintain reliable service for everyone
- **Extra usage** beyond the daily allowance may incur a small additional charge.

Tips for a Comfortable Stay

- **Lights & Fans/AC:** Turn off when leaving the room.
- **Shower & Water Use:** Short showers and turning off taps while brushing teeth help conserve water.
- **Appliances:** Use kettles, hairdryers, and other appliances wisely to stay within your daily allowance.

How to Check & Top Up

Top-ups can be done at the front desk

Thank You! 🙏

We appreciate your understanding and support in conserving water and electricity. Your efforts help us maintain a green, eco-friendly, and comfortable stay for everyone!

"Enjoy your stay responsibly – let's save water & electricity together!"



Final Note

We trust you will enjoy your stay at Moments Guesthouse and that your moments with us will turn into good memories.

Leon and Annalize Prinsloo

0836548139/0609609885

Kleinmond (Western Cape, South Africa):

- **Police: 10111 (for emergencies)**
- **Ambulance / Fire brigade (all non-crime emergencies): 10177**
- **24-hour municipal services (infrastructure, burst pipes, etc):
028 313 8111**
- **Fire & Rescue (local): 028 312 2400**
- **Local police station (landline): 028 271 8200**

WiFi Password:

Moments: moments0522

ZTE_E44FFC: 63113937

MOMENTS GUESTHOUSE: BOOKING CONDITIONS

1. FORMATION OF CONTRACT: A binding contract between the **Guest** and **Moments** on Moments issuing confirmation of a booking in writing on receipt of a **deposit** (or full payment) and **signed Booking Form** by the **Guest**.

2. PAYMENT: a). Bookings and reservations shall only be confirmed by **Moments** on payment of a **booking deposit** (or the full amount) and receipt of the **signed Booking Form**.

b). The balance of full payment shall be made **no less than two weeks** before commencement of the holiday. If this is not received by this time, the booking may be cancelled by Moments.

c). If the Guest books the holiday less than four weeks before commencement, the full amount shall be payable and the signed Booking Form sent to Moments.

d). Receipt of any deposit shall not constitute acceptance of any booking unless confirmed by Moments.

3. CANCELLATIONS: Any cancellation made by the Guest (for whatever reason) shall be by made in writing via email or first by telephone and then in writing. On receipt of such notice Moments shall endeavour to re-let the holiday home or room(s) for the entire period of the original booking.

a). If Moments can re-let the holiday home or room(s) when full payment has been made, then only the **booking deposit** will be forfeited as set out below.

b). If Moments is unable to re-let the holiday home or room(s) when full payment has been made, then full payment will be forfeited, less admin/banking costs.

c). If only the booking deposit has been paid then this is unfortunately not refundable less than 60 days prior to arrival, or forfeited proportionally as set out below:

- **3 to 5 months prior to date of arrival: 50% of deposit refundable**
- **6 to 12 months prior to date of arrival: 90% of deposit refundable**
- **Less than 60 days prior to date of arrival: 0% of deposit refundable**

4. NB! NUMBER OF PERSONS: The number of persons using the holiday home shall **NOT EXCEED THE MAXIMUM NUMBER** specified for the house or of each room. All ages are considered a person unless under six months of age. If it is found that the number of persons is exceeded, the booking is **cancelled**, the guests may be asked to leave, and all monies are **forfeited**. **NO DAY VISITORS** are allowed, except by prior arrangement.

5. ARRIVAL: All Holidaymakers will be met by the owners or a representative of **Moments** situated at **35 Swartrivier Road, Kleinmond** or escorted to the property by prior arrangement. Weekend bookings run from **15:00** on the **Friday** to **10:00** on the **Sunday**. Normal weekday bookings (Mondays to Thursdays) run from **15:00** on day of arrival to **10:00** on day of departure. Otherwise by arrangement. **NB! CHECK-IN TIME CLOSES AT 19:00 SHARP**.

6. DEPARTURE: Keys to be handed back or left as arranged and Moments notified on departure.

7. INVENTORY: The house and all rooms have an **Inventory List**, which the Guest should check on arrival. It will be checked by Moments staff on or after your departure. Any damage or breakages will be payable to Moments at current prices.

8. ANIMALS: No pets (dogs, cats, birds or reptiles) are allowed in the holiday home, rooms or on the property.

9. REPAIR: The Guest shall keep the holiday home and all furniture, fixtures, fittings and effects in the same state of repair and condition as at the commencement of the holiday and shall leave the holiday home and room(s) in **the same state of cleanliness and general order in which it was found**. Moments reserve the right to charge for any excessive soiled laundry or cleaning, including **dirty dishes** left by, or damage caused through negligence of the Guests.

10. RIGHT OF ADMISSION: Moments reserve **all rights of admission** and to refuse or cancel a reservation at any stage of the booking procedure or accommodation period. In the absence of guests Moments reserve the right of entry to rooms at any reasonable time for cleaning, security or general maintenance purposes.

POPIA Legal Compliance: Your privacy and protection of your personal information is very important to us. Moments acknowledge that we are bound by applicable law to keep personal information confidential and to protect such information. We are committed to conducting our business in accordance with these principles in order to ensure that the confidentiality of personal information is protected and maintained. We will only retain your personal information as long as necessary for the fulfilment of those purposes as have been identified by us.