



## DIVE INN GUEST HOUSE RULES & CONDITIONS

### ***Check-in***

- Normal Check In time starts at 14h00, but every effort will be made to accommodate earlier or later Check Ins (if arranged in advance). It is however allowed to drop off luggage prior to Check In if desired,

### ***Check-out***

- Checkout time is before 09h00. Please tell us in advance if you require a later Checkout and we will do our utmost to accommodate your request,

### ***Room keys on arrival***

- During normal working hours the keys will be handed over to the guest after **payment** and **administration**. Special arrangements for key collection must be made for late arrivals.

### ***Room keys during long term stay***

- Long term stay over guests must lock their rooms on their way out and keep their set of keys for the duration of stay.

### ***Lost key or damage to locks***

- The cost for replacement of lost room keys or damaged locks is applicable and to be paid immediately.

### ***Breakfast / Dinner***

- Breakfast is served in the dining room area, or wether permitting, on the patio, at 07h10 - 09h00. If you require a different timing for Breakfast, please advise us on arrival. The breakfast service as an extra fee per guest per day and **MUST** be pre-arranged with management.
- Dinner is served in the dining room area, or weather permitting, on the patio, at 19h10 - 20h30. If you require a different timing for Dinner, please advise us on arrival. The dinner service as an extra fee per guest per day and **MUST** be pre-arranged with management.

### ***Smoking***

- Smoking is completely forbidden inside the house.
- Smoking is permitted outside the house, please use the ashtrays placed in the yard and barbecue area.

### ***Refunds***

- There will be no refunds for **early departures**, for **breakdowns** of **appliances**, etc., if said breakdown is due to weather and / or other conditions over which the house owner has no control.

### ***Guest Rooms***

- Please do not use flammables for heating, cooking or the like, irons candles, etc., in the guest room or corridors without the consent of the Guesthouse owner.
- Please do not use guest rooms for business activities or for any purposes other than accommodation use, without the consent of the Guesthouse owner.
- All visits by friends or family must be arranged with management.
- Visitors are not allowed in the guest rooms – Must be pre-arrange with management
- Maximum occupancy must be adhered to and include children of all ages.
- Please don't take toilet rolls out of the rooms.
- Please don't take any belongings of Dive Inn Guesthouse with you on departure.

### ***Valuables, security and storage***

- The management is not responsible for lost items. Please lock the doors when you leave.
- Although Dive Inn Guesthouse management takes responsible steps to ensure the safety and security of all guests and their possessions, guests retain final responsibility for their own safety and security.

### ***Parking Lot***

- Parking is available free of charge for all house guests – One parking per room.
- Access to the premises is controlled by management and right of admission is reserved.
- Do not leave any valuables inside your car while it is parked. Dive Inn Guesthouse cannot accept responsibility for the loss or theft of any such articles while your car is parked.

### ***Toilets***

- No cigarette buds, cotton buds, tampons, sanitary pads or any other material, other than toilet paper may be flushed down the toilet. Charges will occur for any blockage.
- Please be mindful of others. If you make a mess clean it up!

### ***General***

- Guests have no access to rooms and areas marked "PRIVATE".
- Our facilities are for paying guests **only** unless prior arrangements have been made with management.

### ***Common areas***

The living room, dining room, game room, swimming pool and barbecue are common areas of the house and guests are encouraged to use them to their need or recreation, nevertheless there are some rules to abide by:

### ***THE LIVING ROOM***

- Should be kept as you've found it, nice and tidy. If by any chance you notice any dirt please inform reception.
- Avoid making noise or disturbing the other house guests, musical instruments, radios, televisions, stereos, and/or any other source of amplified sound shall be played at a volume that shall not disturb or annoy other guests. We shall pay particular attention to limiting noise between the hours of 10:00p.m. and 8:00 a.m. We also request the guests to restrain from making any noise outside the building.

### ***THE DINING ROOM***

- Please use this common area to have your meals.
- No cellphones allowed in dining area – Respect other guests. In case of emergency, walk out the dining area.

### ***Dress Code***

- Please dress respectful.
- No hats.
- No Visible underwear.

### ***THE GAME ROOM***

- All guests are allowed to use this common area. Everything should be put back into place after use.
- Keep noise levels low.

### ***THE SWIMMING POOL***

- The pool is at your disposal from 08h00 until 20h00.
- Guests may use the pool at their own risk.
- No children are allowed near the pool without adult supervision.
- Keep the pool area neat and clean at all times.
- No eating or drinking in pool allowed.
- Keep noise levels at the pool area low as other guests rooms are situated near the pool.
- Please inform kids not to urinate in the pool water (let us keep the pool hygienic for other guest as well).
- If you're part of a group stay, try to maintain occupancy time & rate at acceptable levels as the other guests may also want to enjoy the pool.
- Pool towels can be arranged with management.

### ***BARBECUE***

- The barbecue may be used by prior arrangement.
- Keep the barbecue area clean. After use leave it as you've found it.
- Never leave the barbecue unattended once it has been lit.
- Keep children and pets away from the barbecue area. Consider a three-foot "kid-free zone" around the barbecue.

### ***PET POLICIES***

- Pets are not allowed.

### ***Your Liabilities***

- We will hold you responsible for any damage or loss caused to our property by your acts or omissions, default, accident or neglect. By booking with us you agree to indemnify us and to pay us on demand an amount reasonably required to make good or to rectify such damage or loss caused by you. Normal wear and tear are excluded.
- Please report any accidents or incidents to Dive Inn Guesthouse management in connection with any property damage.

### ***General incapacity***

- Dive Inn Guesthouse cannot be held liable if any of the following events or conditions prevents Dive Inn Guesthouse from fulfilling its obligation to guests. However, Dive Inn Guesthouse will take necessary steps to minimize disruption and discomfort to guests under these conditions:
  - \* Unanticipated interruption to electricity, water, sewage to and from Dive Inn Guesthouse.
  - \* Industrial actions, civil uprising or criminal activity.
  - \* Fire, frost, flooding, wind or any other force major event.

**Because we have several guests, we ask you to respect each other concerning cleanliness of the common areas and noise level. If we receive complaints, you will be given a warning. Further complaints are subject to the termination of stay. We reserve the right to end a reservation if a guest becomes a disturbance/nuisance to others including management. Please respect the house and its occupants.**

### ***Environmental Policy***

- The owners of Dive Inn Guesthouse are dedicated to the protection of our planets resources and would encourage our guests to help us by:
  - \* Switching off lights, TV, aircons, kettle etc. when not in use and with departure.
  - \* Ensuring that taps are always turned off after use.
  - \* Avoiding the unnecessary use of towels – just use what you need!
  - \* We will sort the recyclable rubbish collected from guest rooms i.e. paper, plastic, metal and glass.
  - \* We thank you in advance for your comprehension and co-operation.

***Thank you for staying with us.***