



## Terms & Conditions

*"Peace of Mind for a Beautiful Stay"*

### 1. Booking & Payment

Booking through our website (powered by NightsBridge) is quick and secure, your reservation is quoted in ZAR and is confirmed right away. Full payment is required at time of booking via credit card (VISA / Mastercard) or secure EFT. Minimum stay policy is 2 (two) nights. Rates may change from time to time; seasonal specials may apply.

### 2. Cancellation Terms

We're a small, owner-run guesthouse, and each booking matters deeply to us. Our cancellation policy balances flexibility for guests with protection for our business.

#### High Season

- **Major public holiday's** (Easter & December / New Year), and **special events & festivals** (Knysna Oyster Festival & Simola Hill Climb)
- **Full refund** for cancellations up to **30 days before arrival**
- Cancellations made **7–29 days before arrival: 50% of the total booking** will be charged.
- Cancellations made **less than 7 days before arrival** or **no-shows: 100% of the total booking** will be charged.

#### Shoulder / Mid- Season & Low Season

- **Full refund** up to **14 days before arrival**
- Cancellations made **7–13 days before arrival: 50% of the total booking** will be charged.
- Cancellations made **less than 7 days before arrival** or **no-shows: 100% of the total booking** will be charged.

If you need to cancel due to an unexpected, verified medical emergency, natural disaster, or official travel restrictions, please let us know - your comfort matters to us. Whenever possible, we'll happily offer a credit voucher or partial refund to help make things a little easier.

Please send cancellations via email. If you're running close to arrival time, feel free to call us directly.

### 3. Check-In & Check-Out

For your convenience, check-in and check-out are facilitated by a secure key lock system. A unique pin for the key lock will be provided upon your arrival. While we are pleased to offer flexible access, we truly enjoy welcoming our guests in person during business hours whenever possible - just let us know your estimated arrival time, and we'll do our best to greet you. If you'll be arriving outside of these hours, the key lock ensures you can settle in smoothly at your own pace. If you're traveling with heavy luggage or require assistance, please communicate your needs in advance, our aim is to make every step of your journey as stress-free as possible. We appreciate your understanding regarding the set times, as they help us ensure the apartment is sparkling clean and ready to welcome you.

**Check-in:** Available from 14:00pm onwards.

**Check-out:** By 10:00am

Need to arrive early or depart later? Just let us know ahead of time, we'll accommodate if possible.

### 3. Changing Plans

We know flexibility matters. We kindly ask you to confirm any changes as soon as your plans shift, so we can efficiently coordinate with our cleaning and support teams. Our goal is to accommodate your needs while maintaining the high standards you've come to expect. If your revised itinerary requires a change or shortens your stay, the cancellation policy will apply. That said, we're here to help and will do what we can to make it smooth.

### 5. Your Accommodation

Inside, you'll find all the essentials for a comfortable stay, fresh linens, fluffy towels, and a thoughtfully stocked kitchen to make you feel right at home. Whether you're here for work or leisure, we've aimed to create a restful retreat that encourages relaxation. Should you need anything extra, from an iron to a recommendation for the best local bakery, just ask - we're always happy to help.

- 🐾 **Strictly no pets allowed.** As much as we adore furry friends, we're unable to accommodate them in the apartment.
- The apartment is accessed by stairs, and **regretfully, it's not wheelchair friendly.** We truly wish we could welcome everyone, but the layout makes step-free access impossible.

*We ask that you respect the apartment as you would your own sanctuary - kindness and mindfulness go a long way in ensuring an enjoyable experience for everyone.*

- No parties or events unless pre-arranged.
- No smoking indoors, please.

- Quiet hours: 22:00pm to 07:00am to ensure restful sleep for all.

## 6. Security, Guest Care & Damages

“Because Your peace of mind matters”

If you notice anything amiss or in need of attention during your stay, please notify us promptly so we can address it without delay. We value your comfort and peace of mind and will do our utmost to resolve any concerns. Should accidental damage occur, we simply ask for honesty and communication - most issues can be sorted out swiftly and amicably.

- An **armed alarm system** is installed and can be activated during your stay, completely optional and easy to use. We'll show you how at check-in.
- A **lockable safe** is available in the main bedroom's dressing room for valuables.
- Please treat the space with care and lock up when heading out.
- Waves & Whales is not liable for personal belongings, and any damage may be charged accordingly.

## 7. Added Comforts

Thoughtful touches have been added throughout to make your stay as enjoyable as possible. Enjoy plush linens, complimentary teas and coffees, and curated books and games for those relaxing evenings indoors. Whether you choose to unwind with a sea view or explore the vibrant surroundings, we hope you find both comfort and inspiration in every detail.

- **Housekeeping:** For longer stays, linen and towel refreshes can be arranged upon request.
- **Wi-Fi:** Free unlimited Wi-Fi is available during your stay. Feel free to work, stream, or browse at your leisure.
- **Local Guidebook:** You'll find our Waves & Whales Guest Information Folder in the apartment, filled with beach tips, hiking spots, favourite eateries, and hidden treasures from our beautiful community.
- **Eco-Conscious Touches:** We kindly ask guests to switch off lights when not needed, conserve water where possible, and use provided bins for any recyclables in the garage.

## 8. Unpredictables (Force Majeure)

While we make every effort to ensure your stay is comfortable and uninterrupted, please note that certain circumstances beyond our control, such as power outages, water supply interruptions, adverse

weather, or other unforeseen events, may occasionally occur. We appreciate your understanding and patience should such situations arise and will do our utmost to assist and communicate promptly.

## **9. Privacy & Data**

We value your privacy. Any personal information you provide during your stay, such as identification details, booking information, or special requests, will be handled with the utmost care and confidentiality. We do not share your information with third parties without your consent, except where required by law or necessary to ensure your safety and the proper functioning of your accommodation. Your personal information is handled with care. Bookings and payments are securely managed via NightsBridge, following South African privacy laws. Bookings Made via other booking platforms like Air BnB and Booking.com will have their own Privacy Policies.

Should you have any questions or concerns about your data, please feel free to contact us directly.

## **10. Dispute Resolution**

We are committed to resolving any disputes or concerns that may arise in a fair and transparent manner. If you encounter an issue during your stay, please inform us as soon as possible so we can address it promptly. Should you feel that your concern has not been satisfactorily resolved, we encourage open communication to seek an amicable solution. In the rare event that further intervention is required, disputes will be guided by the relevant consumer protection regulations and local South African legislation. Our goal is always to ensure your experience at Waves & Whales is enjoyable, comfortable, and worry-free.

### ***Thank You!***

We cherish each guest and strive to offer a stay filled with Brenton-on-Sea's charm, coastal calm, and thoughtful hospitality. If anything's unclear, please ask - we're here to help!

***The Waves & Whales Team***