

## PROPERTY SECURITY DEPOSIT

### **As well as the full accommodation deposit a separate property security deposit is payable upon check-in by the main guest staying.**

- This deposit will be released to the credit card used to make this payment, within 7 S.A. working days of your departure, excluding any deductions once the unit has been fully checked and all is found to be in order. If deductions are made the final refund will take slightly longer to process by the banks.
- Please note this means your funds will have been released from our-side and left our bank account however the transfer merchant bank, Visa/Mastercard and your bank can take a further 7 to 10 working days to clear funds into your account which is standard banking practice. Within this time-frame we unfortunately cannot confirm the exact day you will receive funds.  
If you have any difficulty in tracking this refund, after this total refund, please let us know and we will of course contact the merchant bank to confirm payment transfer date details.
- The guest named on the booking form should notify reception the same day of check-in, or next morning if late check-in, should any property items be broken or missing.
- Please inform us during stay of any loss of damages so this can be added to your account and settled upon departure. Any loss or damage to the property and/or its contents must be paid for even if accidental.
- Should amount exceed this deposit amount the guest will be billed accordingly.
- Should your card details change between making the deposit and arrival please update us before check-in.

### **The person responsible, in terms of this agreement, for all outstanding costs is the main booking name and person that stayed in the property.**

- If any item is missing, broken or damaged the replacement value or repair cost will be deducted from this deposit, this includes stains and scratches, beyond normal wear and tear;
- If there are any traces, signs or smells indicating that someone has smoked in the property the deposit will not be refunded;
- If there is additional extensive heavy cleaning required then this will be deducted from this deposit;
- If there are stains on the linen that cannot be removed then replacement costs will be deducted from this deposit. Please note substances like make-up, tanning lotions/oils and blood can leave permanent stains.
- If the manager becomes aware of any issues arising of the misuse of the property and/or complaints from neighbours during or after your departure this deposit will not be refunded;
- If windows, skylights and or doors are left open upon departure that result in damage or theft this deposit will not be refunded. Guests are responsible for making sure awnings are in and umbrellas are lying flat when not in use.
- If any keys not returned upon check-out, and cannot be returned prior to next guest check-in, then locks, keys and tags will be replaced and the guest held accountable. This is in the interest of safety.
- If there are outstanding charges not paid for at time of departure, these will be deducted from this deposit amount; this includes late check-in's & out's, transfers and all extra guest services relating to your stay.

### **The guest consents to this deduction and undertakes to leave the accommodation in the same condition as found at arrival.**