



## PROPERTY SECURITY DEPOSIT

**A separate refundable Property Security Deposit (P.S.D.) of R2000.00 is payable 7 days prior to check-in by the main guest staying.**

This can be paid via a 3D-Secure payment link that will be sent or via a South African bank account, with funds clearing in advance of arrival date. If neither an option, then payment via card upon check-in, that has to happen at our reception; cash is not accepted. This P.S.D. has to be paid before accessing property. We accept Visa or MasterCard credit card.

- Once the property has been fully checked and all is in order, the full deposit will be released from our bank account, to the same credit card used to make this payment. This happens within 7 SA working days of your departure. For local SA bank deposits, you must provide the same banking details for us to make the refund. If any deductions are applicable, for losses, damages etc. the final refund may take longer as we need to get replacement costs and thereafter bank processing can take more time as the amount is different to the original deposit.
- Please note your funds will have been released and left our bank account however the transfer Merchant Bank, Visa/MasterCard and your bank can take up to 7-14 working days to finally clear funds into your account; this they say is standard banking practise. This can sometimes take longer for international clients though no longer than 21 days. Please double check the date the deposit was paid as sometimes the refund is back dated to this date. Within this time-frame we cannot confirm the exact day you will receive funds however we can of course send proof of refund and follow-up our-side.
- If you have any difficulty in tracking this refund, factoring in above time frame, please let us know and we will of course contact the Merchant Bank to confirm payment transfer date details.
- The main guest should notify reception the same day of check-in, or next morning if late arrival, should any property items be broken or missing when they checked in. A complete property inventory is available in the Digital Guide accessed via the Welcome email or A4 Grey Guide that has a QR code.



## PROPERTY SECURITY DEPOSIT

- Please inform us during your stay of any loss or damages so we can replace asap and deduct from your P.S.D. Any loss or damage to the property and/or its contents must be paid for, even if accidental.
- Should the loss or damages exceed the R2000.00 P.S.D. amount the guest will be billed accordingly.
- Should your card details change, between making the deposit and arrival please update us.
- Should using a credit card to pay the P.S.D. upon arrival you must arrive during our reception or be using our late check-in service.
- If you have booked via an agent and using a credit card to pay the P.S.D. upon arrival and your card fails the agent must immediately pay on your behalf at time of check-in via a 3D Secure payment link. We will refund the agent's card.

**The person responsible, in terms of this booking, for all outstanding costs is the main booking guest 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. Full property inventory available in Digital Guide;
- If there are any traces, signs or smells indicating that someone has smoked or vaped in the property the P.S.D. will not be refunded;
- If there is additional extensive heavy cleaning required then this will be deducted from this P.S.D.;
- If there are stains on the linen that cannot be removed then replacement costs will be deducted from this P.S.D. Please note substances like make-up, tanning lotions/oils, ink and blood can leave permanent stains;



## **PROPERTY SECURITY DEPOSIT**

- If the staff become aware of any issues arising of the misuse of the property and/or complaints from neighbours during or after your departure this P.S.D. will not be refunded;
- If windows, skylights and/or doors are left open upon departure that result in damage or theft this P.S.D. 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, remotes, fobs etc. and/or vehicle permits are not returned upon check-out, and cannot be returned prior to next guest check-in, then locks, keys, remotes, fobs, tags and permits will be replaced and for the guest's account;
- If there are outstanding charges not paid for at time of departure, these will be deducted from this P.S.D. amount; these include late check-in's & check-out's, transfers and all extra guest services relating to your stay.

**The main guest consents to all these terms, deductions and undertakes to leave the accommodation in the same condition as found at arrival.**