

GENERAL INFORMATION

Please read our FAQ section on our website for helpful information and please take note of these important guidelines:

- **Self-catering company;** though we are not a hotel or guest house we have provided some complimentary tea, coffee, sugar and milk to get you started when you arrive and we also provide toilet paper, basic soap, body wash and shampoo throughout your stay. We appreciate everyone has different tastes, allergies etc and we are conveniently located close to shops for personal and essential supplies. The closest grocery store is Spar Supermarket in Cape Quarter where you will find everything from washing powder, salt & pepper, oil oil, tin foil etc. to a great selection of food produce and it also have a pharmacy. For late night shopping, after 9pm, there is the BP Garage opposite Cape Quarter on Somerset Road, that has a 24 hour Pick-&-Pay Express. Both locations have ATM machines; please be vigilant when using these.
- **24 hour emergency assistance;** is available however please keep in mind that it is only for true EMERGENCIES such as power cuts, burst pipes or lost front door keys. Our emergency mobile is 072 457 4387; a staff member will respond to your call. Any emergency that requires a staff member to drive back into the area and is not considered an emergency, and could have waited until the morning, will be charged R300 call out. If you have lost or locked your keys inside the property, then this call out fee will apply. We are of course happy to assist with any requests, advice or information during the day-time in the week. Additionally, our website has a helpful FAQ and Recommendation section and the A4 & A5 property guides provide further information. Should you have any problems during your stay we will do everything possible to solve it right away during our reception times.
- **Noise;** we do request that you appreciate other residents live close by and ask that you keep noise level down from 10pm and before 10am. We of course want you to enjoy your stay with us and do allow a maximum of two visitors to visit (not to sleep over) more than the maximum occupancy allowed however we do not allow parties. If parties or loud music is heard, or neighbours complain and/or police are called, it could result in immediate eviction regardless of the time or night. This will result in loss of accommodation payment and any security deposit. We do appreciate your cooperation in this matter.
- **Upon check-in;** if you find anything missing or in need of attention let us know; you are most welcome to email us. If you accidentally break anything, please let us know immediately so we can replace. We want you to enjoy your stay and not be inconvenienced by something that can be easily replaced or repaired.
- **Housekeeping;** staff have their own keys to access your property and they will be in branded uniform. Please see our FAQ section for cleaning days and times. If you request approximate cleaning times, we will do our best to assist depending on our workload. We are responsible to our owners for cleaning and maintaining your property so even if no cleaning is required we do have to access the property every other weekday, excluding public holidays.
- **Security & Safety;** please treat Cape Town like any other major security and simply use common sense. Please do not leave your doors & windows open, always use your safe for any cash and high value items, keep your property keys with you at all times and do not leave belongings in any parked vehicle.
- **Mobiles;** if you have a cell phone that is a SIM-unlocked GSM 900 frequency you can purchase from mobile shops and supermarkets South African SIM cards for approx. R4. Due to regulations you will need to come to reception for us to give you a covering letter showing a local address plus remember to take an I.D. with you to the shop.
- **Check out time;** is 10:00 and as advertised we can only allow a late check-out if the property is available and this can only be granted the day before. There is a late check-out fee up to 4PM; after this time a full rate applies. Should you fail to check-out by 10am and we have received no notification on that day and the property is available then you will automatically be charged a late check-out fee. Should we have an arrival on your check-out day and you have not contacted us by 10am and not in the property we will have to remove your personal belongings. The company will not be held responsible for your personal effects; these will be temporarily stored elsewhere.