



# Ietsiemeer Beach House Self Catering Holidays

Booking Terms and Conditions

Thank you for choosing to book your holiday at Ietsiemeer Beach House. We look forward to welcoming you. By making this booking you are entering into an agreement with us. Please read our terms and conditions of booking below.

## 1. Prices and Payment

The price of the accommodation includes the following: Electricity, linen, towels, basic cleaning, gas for cooking & hot water. There are 8 price bands:

NUMBER OF ROOMS	RATE PER NIGHT EX VAT	MAX. NO. OF PEOPLE
3/ Includes 1 Luxury room	N\$ 5,980.00	6
4	N\$ 6 300.00	8
5	N\$ 7,400.00	10
6/ Includes 2 Luxury rooms	N\$ 8,800.00	12
7	N\$ 9,700.00	14
8	N\$ 10,600.00	16
9	N\$ 11,500.00	18
10/ Includes 3 Luxury rooms	N\$ 12,700.00	20

**\*Please note: IETSIEMEER is NOW VAT registered, and 15% VAT will be charged on the above pricing structure**

The price will be based on the number of rooms booked at the time of reservation which cannot then be reduced, but can be increased on payment of the higher tariff applicable to the larger party size. The property sleeps up to 20 adults, and under no circumstances can this maximum occupancy be exceeded. Children under 2 do not count towards occupancy but must be listed on the booking form. Children 2 - 7 may share a room with their parents @ N\$250.00 per child, but please arrange own bedding. A deposit of 50% is payable to secure your reservation and the balance is due 1 month prior to the start date of your stay. Payment can be made either by direct deposit or by internet banking transfer. Please read the cancellation policy below. Prices may be subject to alteration at owner's discretion.

## 2. Peak-Period Policies

From 10 December until 3 January the minimum tariff payable is N\$12 700.00 per day, irrespective of the amount of rooms occupied. Minimum stay during this period is 10 days. Please note that 15% VAT will be charged on this amount.

### 3. Booking Form

You are booked at letsiemeer for self-catering accommodation purposes. Using it as a venue to entertain a group of guests not residing on the premises must be arranged in advance since alternate rates as well as terms and conditions are applicable. All guests due to stay on the property must be listed on the booking form. Children of all ages are welcome; however, we have no specific young children facilities – cots, highchairs, stair gates, etc. must be brought along if you require them. Completion of the booking form either in writing or by return email confirms your acceptance of the booking terms and conditions. An indemnity form must be completed upon arrival, and proof of identification must be supplied for us to copy and keep with your booking form, as per Namibia's Hospitality Legislation.

### 4. Smoking Policy

THIS ESTABLISHMENT IS **TOTAL NON-SMOKING**.

### 5. Pets

Well-behaved pets are permitted by prior arrangement, but these should not be left unattended in the property unless by arrangement with the owner. Any damage caused by pets must be reimbursed in full. Under no circumstances will pets be allowed on furniture.

### 6. Acceptance of Children

We welcome children of all ages.

### 7. Cancellation Fees & Policy

By making your booking, and paying your deposit, our agreement is a legal contract. The following cancellation policy applies:

2 Weeks before arrival	30 %
1 Week before arrival	50 %
1 Week to 3 Days before arrival	75 %
No Show	100 %
Period 10 Dec – 3 January Less than 6 months before arrival	50%
Period 10 Dec – 3 January Less than 3 months before arrival	75%
Period 10 Dec – 3 January Less than 1 month before arrival	100%

By making your booking, our agreement is a legal contract.

## 8. Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund. We reserve the right of admission, irrespective of availability.

## 9. Arrival

Your accommodation will be available to you from 2pm – 6pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms. Arrangements for key collection from our Henties Bay agent will be made once the property has been booked. Please ensure that you've obtained a contact number in order for you to notify her of your estimated time of arrival in advance.

## 10. Departure

Please be ready to leave the accommodation by 10am on the day of departure, unless otherwise arranged. Please leave the property in a clean and tidy condition as at busy times of the year there is only a limited amount of time to prepare it for the next guests. We will provide you with an invoice, payable on departure for any additional services you may have used during your stay.

## 11. Cleaning Services & Staff

Our basic daily cleaning service includes the following, unless otherwise arranged:

- ❖ Make-up Room(s)
- ❖ Pavilion / Kitchen Cleaning
- ❖ Cleaning up of Braai Area

The staff will arrive at 08:00, and in theory the cleaning-services should not exceed 3 to 4 hours daily. There is a dishwasher available. Please utilize this when necessary, the cleaners will do the rest. Should you embark on a massive cooking marathon, and the kitchen is particularly soiled, it will be expected of you to pay the cleaning staff extra at a rate of N\$100.00 per hour.

## 12. Laundry

Laundry can be done by prior arrangement. Please discuss the applicable rates with our agent.

### 13. Liability

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of N\$1 000.00 if you did not report this. Your credit card details will be requested upon arrival for this purpose.

letsiemeer is located in a residential area; proper conduct is therefore expected in order to avoid embarrassing situations/police interference. We trust our employees, but for everyone's peace of mind, please lock away your valuables in the safes provided in the rooms as we will not accept responsibility or be held liable. We will also not accept and be held liable for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

### 14. Security & Alarms

Henties Bay is considered safe, but regrettably petty theft does occur. Keep your car locked, and valuables out of sight. "Lock" the shutters in your bedroom, when it is unoccupied, especially when the windows are left open. For your own safety we've installed a comprehensive armed response, alarm system. Do bear with the agent when this gets introduced.

### 15. Catering & Cooking

letsiemeer is a self-catering facility. The local grocery-outlets cater well for basic needs. Breakfast & dinner is available on request, for groups in excess of 10. Bookings should be done at least 24 hours in advance with the agent. The following rates apply:

Full English Breakfast ex VAT	N\$ 165.00 per person
Continental Breakfast ex VAT	N\$ 120.00 per person
2 Course Dinner ex VAT	N\$ 265.00 per person
3 Course Dinner ex VAT	N\$ 310.00 per person

For groups smaller than 6, there is an additional charge of N\$1250.00/per day, for set-up. Groups larger than 6, the set-up is N\$750.00/per day. Prices quoted exclude 15% VAT.

If you've arranged for a late check-in, and arrive after 18:00, we can assist with basic shopping items upon request. Please arrange this with our agent in advance.

You may use only the designated braai-area outside for cooking over an open fire; this includes the use of your own Cadac / Weber and any of its accessories.

#### **16. Privacy Policy**

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

#### **17. General**

An information file with the instructions for operation of the oven, coffee machine, etc is available for your perusal. This file also contains some important telephone numbers, i.e. ambulance, Doctors, G4S security, etc. Your comfort is important to us. Please communicate anything that might not be to your satisfaction without hesitation to our Agent.

A warm welcome awaits you at Ietsiemeer Beach house in Henties Bay