

Guest Guidelines & Information

Mariner Guesthouse & Villa: Terms, Conditions & Policies

1. Check-In, Check-Out & Arrival Procedure

- **Timing:** Check-in is between **2:00 PM and 9:00 PM**. Check-out is before **10:00 AM** on your day of departure.
- **Scheduling:** Please inform us of your estimated arrival time to ensure a staff member is available. Arrivals outside standard hours must be arranged in advance.
- **Late Fees:** A late check-in and check-out fee of **R100 per hour** will be charged for unarranged late arrivals or late departures.
- **Luggage & Extensions:** Early arrivals or late departures cannot be guaranteed. If unavailable, we are happy to store your luggage securely at our reception.
- **Documentation:** In the interest of security, a copy of all adult guests' identification documents (ID, Passport, or Driver's Licence) is required upon check-in. You will be requested to review your details and sign a registration form, thereby accepting these terms and conditions.

2. Reservation, Payments & Cancellation Conditions

1. Deposits and cancellation fees are calculated on the full booking value.
2. A 50% deposit will be required to secure a booking.
3. On receipt of a deposit a written Booking Confirmation / Receipt will be forwarded to the client.
4. The balance of the booking value (50%) is to be paid 7 days prior to arrival when a registration and payment link will be sent to guests holding a confirmed booking.
5. We accept all major debit/ credit cards, EFTs and cash, but no foreign currency.
6. Payment for meals and other incidentals to be made on the day of departure.
7. A final Tax Invoice will be issued on the day of departure after all transactions have been completed.
8. Mariner Guesthouse will retain the full deposit payment in the case of cancellations made within 21 days of arrival date and in the case of "No Shows".
9. Final outstanding payments will be due 7 days prior to arrival. No refunds will be made for cancellations received within 7 days of arrival.
10. A 100% refund on deposits received will apply to bookings cancelled more than 21 days prior to arrival.
11. After check-in, no refunds will be offered for shortened stays.
12. Any additional services or honesty bar items are to be paid in full prior to departure.
13. Rates and tariffs include VAT @ 15%.

3. Payment Methods, Extras & Invoicing

- **Accepted Methods:** Cash, EFTs, and all major credit/debit cards (Visa,

MasterCard, American Express, and Diners Club).

- **Credit Card Processing:** Guest payments can be made via our 3D secure online payment facility or through our on-site Yoco machine at reception.
- **Exclusions:** We **cannot accept foreign currency**.
- **Extras & Honesty Bar:** All additional services, refreshments, laundry, additional nights, meals, and honesty bar items consumed in your room or lounge will be charged to your account. All extras must be paid for, and room keys returned, on your day of departure.

4. Rates, Occupancy & Unit Policies

- **Accommodation Charges:** We charge per person per night, not per room. Any additional people sharing a room will be charged for. Single occupants are subject to a nightly surcharge. Most standard rates include breakfast.
- **Self-Catering Units:** The Family Unit and Garden Apartments are booked as self-catering units per night. Breakfast for these units is available at an optional extra charge per person, per day.

5. Children, Visitors & Pet Policies

- **Child Policy:** An extra bed, sleeper couch, or baby cot can be added to rooms upon request.
 - **Ages 0–2:** Stay and eat breakfast for free (no additional charge).
 - **Ages 3–10:** Pay a nightly room/linen surcharge plus a discounted breakfast rate when sharing with parents.
 - **Ages 11+:** Charged at the full adult rate.
- **Visitor's Policy:** Guests are welcome to entertain accompanying visitors in public areas / living rooms only. **No visitors are allowed in guest bedrooms.** Visitors must leave the property by **7:00 PM**. Anyone staying past 7:00 PM or sleeping over will be charged the full per-person nightly rate.
- **Pet Policy:** Pets are welcome but must not be left unattended or bother other guests. Pet-friendly room allocations (the enclosed Garden Apartment is preferred for dogs) are available on request and subject to a once-off fee per dog. Please enquire about specific fees when booking.

6. Guest Comfort, Noise & Smoking

- **Noise Policy:** Please always consider other guests and keep noise levels to a minimum. Parents must actively ensure their children mind this strict "no noise" policy.
- **Smoking Policy:** Strictly **no smoking is allowed inside the house**. Guests must use the balconies for this purpose and ensure balcony doors are fully closed while smoking outside.
- **Right of Admission:** We reserve the right of admission and may ask guests to leave immediately without a refund if house rules are broken or if they cause a disturbance.

7. Safety & Security

- **Vehicle Parking:** While our town and neighbourhood are safe, guests are requested to remove all personal items from vehicles parked outside.
- **Property Access:** Please lock all access doors and gates to the house when coming or going. Lock your room, balcony doors, and garden gates at night or whenever you leave for the day.
- **Valuables:** For your peace of mind and ours, please lock up all valuables in the electronic safe provided in your room.

8. Eco-Friendly & Environmentally Conscious Energy Use

- **Solar Energy Limits:** While Mariner Guesthouse utilizes solar energy, it is not enough to support the entire house continuously. Simon's Town generally features moderate temperatures.
- **Resource Preservation:** Please think twice before utilizing the bath or climate control options. Air conditioning and heating are meant for comfort on the occasional, exceptionally hot or cold days.
- **Air Conditioning Fee:** Air conditioning is available at an additional rate of **R200 per day** to offset energy demands.

9. Indemnity

The owners and their agents do their utmost to protect guests, family members, and visitors from injury and loss. However, the owner and his agents shall not be liable for any injury, loss, or damage of any description whatsoever which the guest, family members, relatives, or visitors may sustain directly or indirectly in or about the premises from whatever cause. By signing the registration form upon arrival, the guest explicitly accepts responsibility and indemnifies the owner, employees, and agents against any such claims.