

## **New Terms and Conditions**

Dash Luxury Apartments is situated on Dunkirk Estate, an eco-friendly, quiet family estate. Our goal is to provide short term accommodation for guests who want a peaceful and serene environment to reconnect and make memories with their families. Dash Luxury Apartments is also suitable for business travellers.

***Unfortunately, we do not accommodate guests who are revellers. All of our apartments are non-smoking, both inside and on the balconies.***

### **Prepayment policy:**

- Shortly after your reservation you will be charged a prepayment of 50% of the total price in order to secure your reservation (you should normally be charged within 24 hours after making your reservation).
- The remainder of your reservation costs should be paid within 14 days prior to your arrival.
- Lowest price deals: You will be charged a prepayment of 100% of the total price any time after your reservation (usually within 24 hours and no later than 72 hours after your reservation) to secure your booking.
- You will be charged a refundable breakage/security deposit which has to be paid in full prior to your arrival.

### **Cancellation policy:**

- Up to 30 days before arrival date: Free cancellation and 100% refund of all prepayments received.
- Between 29 days to 14 days before arrival date: 50% of total amount due for the booking is payable.
- 14 days and less before arrival date: No refunds will be granted.
- No arrival: There will be no refunding, and the guest will be held liable for the total booking fee.
- Breakage/security deposits received from guests who cancel their bookings will be refunded.

### **Booking Modifications:**

- All modifications are subject to availability.
- Guests may be charged R250 for booking modifications.

### **Responsible person:**

- Each apartment must be booked by a responsible adult who will be staying in said apartment. This person will automatically be responsible and accountable for all the fellow guests in the same apartment.

### **Number of Persons per Apartment:**

- **The maximum number of guests allowed per apartment are 2 guests per bedroom (subject to the type of booking).**
- The maximum number of guests allowed will be as follows:
  - One bedroom booked for one guest: maximum 1 guest
  - One bedroom booked for two guests: maximum 2 guests
  - Two bedroom apartment booked: maximum 4 guests
  - Three bedroom apartment booked: maximum 6 guests
  - Exceptions are only for infants in cots

### **Arrival and Departure Times:**

- **Check-In** times: 14h00 to 20h00
- **Check-out** times: 08h00 to 10h30
- Our check-in and check-out times are designed for the smooth transition between guests (to enable us to strip, clean and prepare our apartments for the arrival of new guests).
- Early check-out times: guests can check-out early. Should you wish to check out early, please make prior arrangements.
- Late check-out times: guests may request late check-outs subject to availability of apartment. A fee of R300 will be charged. No check-out may be later than 13h00. We have facilities available for guests to store their luggage.
- Early arrivals: guests may request early arrivals subject to availability of the apartment. We have facilities available for guests to store their luggage.
- Late arrivals: guest may request late arrivals after 20h00. A fee of R300 may be charged. For security reasons no guests will be allowed to check in after 22h00.

### **Noise Policy:**

DASH Luxury Apartments is situated on the serene and tranquil Dunkirk Forest Estate. Our rules are to ensure that the peaceful and quiet ambience of the estate will be enjoyed by all of our guests.

We are very passionate about maintaining a peaceful and noise free environment and therefore have a zero-tolerance for noise:

- **No noise after 22h00 (10 pm) or before 09h00 (9 am).**

- Sound in the apartments travels and therefore we ask guests to be considerate of the volume of any music, TV's, video/DVD players and/or any other such device so as to ensure a peaceful atmosphere for neighbouring guests.
- No loud music may be played in the open/common areas and recreational facilities of the estate. This includes roads, parking areas and the beach club house.
- No shouting and screaming.
- No excessively loud music should be played in vehicles whilst driving or parked in the estate as well as at the beach club house.

### **Smoking Policy:**

- We have a zero-tolerance policy for smoking both in the apartments and on the balconies.
- Guests will be fined if the smell of smoke is present in the apartment.
- Guests will be fined if cigarette butts are thrown off of the balconies.
- Reception will advise you on allocated smoking areas.
- The ban on smoking includes “hubbly bobbies” and/or other substances.

### **Littering:**

- Throwing or dropping of any objects over the balconies is not allowed as it poses risks to other guests.
- No littering is allowed anywhere on the estate.
- No littering is allowed in the car park.
- No littering is allowed at any of the amenities (swimming pools, gym, sauna, steam room, children’s play area, beach clubhouse and/or other facilities).
- Please make sure you leave no personal belongings or litter in the apartments or any other areas visited.

### **Breakage/Security deposit:**

- The ‘Breakage deposit’ includes: any damage of property within the apartments, as well as outside of the apartments, including the available amenities and facilities that Dunkirk Estate offers. Any excess costs that are not included in the breakage deposit will be paid for by the person in whose name the booking is made.
- The breakage deposit is R1500.00 (One thousand five hundred rand) per booking per apartment and is payable in full, before arrival. We reserve the right to change this amount without notice. We accept credit card payments, EFT payments or payment via our secure portal. No Cash will be accepted on the estate.
- The breakage deposit will be refunded between 7 and 14 days after check-out.
- The amount that will be refunded will include deductions in the case of any breakage, damage, missing items, spoilt bedding and towels, or fines for breaching any of our listed rules.

- Breakage charges: Are available to be viewed in the apartments.

### **Driving in the Estate.**

- Dunkirk Estate and Dash Luxury Apartments is a safe place for all owners, residents and guests.
- Drivers must travel with outmost care to ensure the safety of children, adults, animals, other vehicles and property. Buck are present on the estate and could run out at any given time, if this the case the buck have 'right-of-way.'
- All drivers must have a valid driver's license on them at all times.
- No person (including guests of Dash Luxury Apartments) is allowed to operate or drive any vehicle on the estate whilst under the influence of alcohol or drugs. The Dunkirk Home Owners Association reserves the right to stop any person suspected of being under the influence of alcohol or drugs whilst driving a vehicle in the Estate, and prevent such person from driving whilst in that condition. Should a driver question such prevention, they will be invited to undergo a breathalyser or blood test to clarify the suspension. This may involve calling upon relevant medical or traffic authorities.
- The speed limit in the estate is 25 km/h (twenty-five kilometre per hour) and there is no grace limit.
- All vehicles must be road worthy, registered and must have valid licenses.

### **Parking**

- *There is a secure and designated parking area for guests of Dash Luxury Apartments*
- *There is provision for one vehicle per apartment.*
- *Additional vehicles must park in the over-flow area adjacent to the designated parking area.*
- *Guests park at their own risk.*

### **Recreational and Community Facilities**

- Dunkirk Estate has a number of community and recreational facilities that may be used by the guests of the Dash Luxury Apartments
- Dash Luxury Apartments guests must adhere to the rules of the relevant facility.
- These rules will be explained on arrival (See pdf file for details)

### **Beach Clubhouse**

- Right of entrance to the beach clubhouse is reserved.
- The code displayed on the dashboard of the vehicle will provide evidence of your stay. This expires on the date of departure.
- The use of the beach clubhouse is restricted according to the number of guests booked.
- Parking at the beach clubhouse is limited. Public parking is available close to the beach clubhouse at Salt Rock beach or at Salt Rock Library.
- No taxis are allowed into the beach clubhouse parking.
- Dash Luxury Apartments guests must adhere to the rules applicable to the use of the facilities within the Beach Clubhouse
- These rules will be explained on arrival (See pdf file for details).

# • INDEMNITY AND DISCLAIMER FOR DASH APARTMENTS (PTY) LTD

## • **DISCLAIMER & INDEMNITY**

- The following disclaimer must be signed by guests on arrival, this indemnity is recommended by the by the Tourism Grading Council of South Africa. In the case of a group of people a representative must sign the document for and on behalf of all members in the group. "The Proprietor, its agent/s and/or its employee/s ("the Proprietor") further known as Dash Apartments or Dunkirk All Suites Hotel (Pty) Ltd, shall not be liable for, and the guest/s hereby waive/s and abandon/s any claims of whatever nature including but not limited to that for theft, injury, loss or damage of whatever nature, against the Proprietor, whether arising from the Proprietor's default, negligence or otherwise. The guest/s, in addition to the aforesaid, hereby indemnify the Proprietor against any claims which may arise from whatever nature, whether arising from the Proprietor's default, negligence or otherwise.

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- Whilst every endeavor is made in terms of the above recommendation to provide for the exclusion of an innkeeper's liability, such liability or exclusion thereof is never absolute and is always subject to a matter of degree and the application of an appropriate court's discretion.
- It should also be borne in mind that the court's discretion is applied judicially but subject to the credibility and worthiness of appropriate evidence.

- I agree that this indemnity is valid should I visit the guesthouse at a later date.

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## • **Children and Guest Behaviour**

- Guest should not cause other guests' discomfort in any way. The owners have sole discretion in determining whether behaviour is acceptable or not. The Owners' reserve the right of admission, and should guests behaved un appropriate steps will be taken.

## • **Guest Identification**

- Guests are expected to prove their identity by showing a valid passport or identity book and must complete the check in procedures.

## • **Valuables**

- The owners of DASH apartments does not accept any liability for loss of or damage to any valuables or property belonging to guests or their visitors. It is therefore the sole responsibility of all guests to make arrangements for adequate insurance coverage on all valuable items prior to arrival at our apartment hotel. This includes but is not limited to, photographic equipment, laptops, mobile phones or any other electronic devices, jewellery, cash and vehicles.

## • **Swimming Pools and Clubhouse**

- Any guests and their visitors swim entirely at their own risk and do so with the knowledge that no life-saving facilities of any nature are provided .The use of the sauna and gym is not suitable to children and no claim whatsoever can arise from any injury, bodily harm/ death/ and or loss of property which could arise from the use of this facility. You therefore indemnify Dash Apartments and its establishment and its owners of any claim arising out of the misuse or negligence of these facilities.

## • **Animals**

- Dash apartments is not a pet friendly establishment and it is understood that the touching or chasing or hurting of any buck on the estate is forbidden.

## • **Bush and Trees**

- No guest may pick, break or damage any bush and branches of trees on this estate and any guest found disregarding this rule will be fined.

## • **Smoking**

- For the comfort of our guests, Dash apartments is strictly non-completely accommodation inside the apartments and on balconies. Smoking is allowed in the car park.

- **Firearms and Knives**
- For safety of all concerned firearms and knives of any kind are not permitted on the establishment and no claim may arise out of the disregard of this rule.
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- Signature: \_\_\_\_\_ Date: \_\_\_\_\_