



FULL HOUSE RULES & TERMS AND CONDITIONS

- 1. ACCOMMODATION IS GRANTED SUBJECT TO AND UPON ACCEPTANCE OF ALL TERMS AND CONDITIONS AND HOUSE RULES.**
- 2. ALL GUESTS MUST COMPLY WITH ANY NOTICE OR WARNING ISSUED VERBALLY OR POSTED IN ANY AREA OF THE HOSTEL. FAILURE TO COMPLY MAY RESULT IN IMMEDIATE EVICTION WITHOUT REFUND. SERIOUS BREACHES WILL BE DEALT WITH BY POLICE.**
- 3. THESE TERMS ARE TO BE USED IN CONJUNCTION WITH AND NOT IN PLACE OF ANY RELEVANT LAWS RELATING TO FAIR TRADING.**
- 4. GUEST'S & RIGHT OF ENTRY** – MANAGEMENT HAS FULL DISCRETION TO DECIDE WHO TO ACCOMMODATE. MANAGEMENT RESERVES RIGHT TO REFUSE ENTRY. OUR PREFERRED CLIENTELE IS INTERNATIONAL TRAVELLERS HOLDING A CURRENT PASSPORT, AND INTERNATIONAL STUDENTS STUDYING IN SOUTH AFRICA. PRESENTATION OF A VALID PASSPORT IS PRE-REQUISITE TO GAIN ACCOMMODATION. MANAGEMENT AND STAFF MAY DECIDE FROM TIME-TO-TIME TO ACCOMMODATE OTHER PERSONS ON THE BASIS OF LESSER IDENTIFICATION. HOWEVER SUCH ACCOMMODATION IS ONLY GRANTED IN EXCEPTIONAL CIRCUMSTANCES AS JUDGED ON A CASE-BY-CASE BASIS. SHOULD THIS BE GRANTED A MAXIMUM STAY OF 14 DAYS IN A 60 DAY PERIOD WILL BE ALLOWED. MANAGEMENT RESERVES FULL DISCRETION TO VETO ANY DECISION OF ANY STAFF MEMBER AND RESCIND AN OFFER FOR ACCOMMODATION UPON ANY REVIEW OF ANY ASPECT OF GUEST'S STAY.
- 5. PAYMENT** – ACCOMMODATION MUST BE PAID STRICTLY IN ADVANCE. DO NOT ASK FOR CREDIT AS IT WILL BE REFUSED. THIS MAY LEAD TO EMBARRASSMENT. ACCOMMODATION CAN ONLY BE GUARANTEED FOR THE NUMBER OF DAYS ALREADY PAID IN ADVANCE. DURING PEAK SEASON AND OTHER BUSY TIMES IT IS ESSENTIAL THAT YOU PLAN FOR AND PAY FOR YOUR BOOKING WELL IN ADVANCE. CONFIRMATION OF A RESERVATION IS NOT BINDING UNLESS IN WRITING (EG BY EMAIL). FULLY PAID GUESTS AND NEW BOOKINGS WILL GET PREFERENCE OVER AN EXISTING GUEST WHO HAS NOT PAID IN ADVANCE.
- 6. COST** – COST OF ACCOMMODATION MAY VARY. STANDARD RATES POSTED ON THE WEB-SITE APPLY. HOWEVER STAFF AND MANAGEMENT MAY VARY PRICES AT ANY TIME WITHOUT NOTICE OR IN CONSEQUENCE OF SPECIAL AGREEMENTS / DEALS STRUCK WITH ANY PERSON. BOOKINGS WITH LARGE GROUPS, SPORTING GROUPS, CLUBS AND ASSOCIATIONS, NON-INTERNATIONAL TRAVELLERS, NON-PASSPORT HOLDERS, INTERSTATE TRAVELLERS OR ANY OTHER INDIVIDUAL MAY ATTRACT A SURCHARGE FEE. THE ACCOMMODATION RATE MAY VARY FROM THE ADVERTISED STANDARD AND WILL BE BINDING FROM THE TIME OF MAKING A BOOKING WITH STAFF OR MANAGEMENT AT THE TIME OF BOOKING. SORRY, NO BACKDATING!
- 7. DISCOUNTS** – MAY BE OFFERED BY STAFF OR MANAGEMENT FOR ANY REASON DEEMED FIT AT THAT TIME OF BOOKING. DISCOUNTS ARE STRICTLY CONFIDENTIAL AND CAN ONLY BE RE-NEGOTIATED WITH MANAGEMENT DIRECTLY OR WITH THE SAME STAFF MEMBER WHO ORIGINALLY MADE THE BOOKING. GUESTS MUST NOT DISCLOSE THEIR DISCOUNT TO ANY OTHER GUEST. ANY PERSON WHO BREACHES CONFIDENTIALITY SHALL FORFEIT THEIR DISCOUNT AND ALL BREACHING PARTIES SHALL REVERT TO PAYING THE STANDARD RATE.
- 8. REFUNDS** – CANCELLATIONS MADE 30 DAYS BEFORE ARRIVAL DATE WILL BE REFUNDED, LESS 10% CANCELLATION FEE. THIS 10% CANCELLATION FEE DOES NOT INCLUDE ANY DEPOSITS MADE TO THIRD PARTIES SUCH AS HOSTELWORL ETC. CREDIT VOUCHERS MAY BE AVAILABLE IN CIRCUMSTANCES OF EXTREME AND DEMONSTRABLE HARDSHIP. DEPOSITS ON BOOKINGS ARE NOT REFUNDABLE. A CANCELLATION FEE OF 50% APPLIES FOR ANY PRE-PAID BOOKING CANCELLED LESS THAN 14 DAYS IN ADVANCE. NO REFUND IS PAYABLE FOR CANCELLATIONS MADE LESS THAN 5 DAYS FROM THE CHECK-IN DATE. GROUP BOOKINGS OF 8 OR MORE PEOPLE WILL NOT RECEIVE A REFUND ONCE A DEPOSIT HAS BEEN PAID REGARDLESS OF HOW FAR IN ADVANCE CANCELLATION OCCURS. CREDIT VOUCHERS MAY BE GIVEN TO ANY PERSON CHECKING OUT EARLIER THAN THEIR BOOKING INDICATES. DEPOSITS PAID FOR TOUR BOOKINGS ARE ONLY REFUNDABLE IN THE EVENT A TOUR OPERATOR CANCELS THAT PARTICULAR TOUR AND CANNOT FIND A SUITABLE ALTERNATIVE FOR YOU.
- 9. DEPOSITS** – GROUPS OF 8 OR MORE PEOPLE WILL BE REQUIRED TO PAY A 50% DEPOSIT 30 DAYS BEFORE CHECK-IN AND BALANCE MUST BE PAID AT CHECK-IN. LARGE GROUPS WILL PAY 50% DEPOSIT PRIOR TO CHECK-IN AND THE FULL AMOUNT AT LEAST 2 DAYS BEFORE CHECK-IN. ANY PARTLY PAID DEPOSIT OR FULL PAYMENT IS NOT REFUNDABLE UNDER ANY CIRCUMSTANCES.
- 10. NO SMOKING** IS PERMITTED IN DORMS OR ROOMS OR ANY COMMON AREAS. SMOKERS MUST NOT BLOCK ANY EXIT / ENTRANCE NOR PERMIT THEIR SMOKE TO DRIFT INTO THE BUILDING – NO FLAMMABLE LIQUIDS OR EXPLOSIVE MATERIALS PERMITTED ANYWHERE IN THIS BUILDING. THIS INCLUDES CAMP STOVE GAS REFILLS AND CIGARETTE LIGHTER FLUID. RECKLESS CONDUCT CAUSING ALARM OR FIRE DEPARTMENT CALL SHALL INCUR A R5000.00 FEE. INTENTIONAL DAMAGE TO FIRE EQUIPMENT CAN LEAD TO CIVIL AND CRIMINAL PROSECUTION.
- 11. BURNING** OF CIGARETTES / CANDLES / INCENSE IS NOT PERMITTED. COOKING IS NOT PERMITTED IN ANY AREA OTHER THAN COMMON KITCHEN. KITCHEN AVAILABLE FOR COOKING BETWEEN 7.00 AM AND 10.00 PM ONLY AND IS REQUIRED TO BE CLEANED AFTERWARDS.
- 12. DRUGS** – ILLEGAL DRUGS ARE BANNED. POSSESSION OR USAGE OF DRUGS CAN LEAD TO POLICE REPORTING AND ARREST WHICH COULD LEAD TO IMPRISONMENT AND PROSECUTION.
- 13. ALCOHOL / BAR** – THE BAR OPERATES AS A CASH BAR AND NO CREDIT WILL BE PERMITTED WHATSOEVER. GUESTS ARE NOT PERMITTED TO BRING ALCOHOL INTO THE HOSTEL. GUESTS MUST ACT IN A RESPONSIBLE AND CONSIDERATE MANNER AT

ALL TIMES. DRUNKEN BEHAVIOUR WILL RESULT IN IMMEDIATE EVICTION AND POLICE MAY BE CALLED. BAR CLOSURES AT 10.30PM OR AT THE DISCRETION OF MANAGEMENT. THIS IS TO ALLOW QUIET TIME FOR GUESTS TO SLEEP. GUESTS FOUND DISRUPTING THE PEACE AFTER THIS TIME MAY BE ASKED TO LEAVE WITHOUT ANY REFUND.

14. HEATING & COOLING - ELECTRIC BAR HEATERS, RADIATORS AND FAN HEATERS ARE NOT PERMITTED. WHEREVER POSSIBLE, THE HOSTEL MAY PROVIDE CLIMATE CONTROL VIA REVERSE CYCLE AIR-CONDITIONING. MANAGEMENT LEGALLY RESERVES THE RIGHT NOT TO PROVIDE COOLING AND HEATING.

15. LOSS - MANAGEMENT TAKES NO RESPONSIBILITY WHATSOEVER FOR ANY LOSS SUFFERED BY ANY GUEST / VISITOR / INVITEE. LOCKERS ARE PROVIDED; USE OF LOCKERS IS AT YOUR OWN RISK AS THEY ARE NOT COMPLETELY SECURE FROM VANDALISM OR TAMPERING. WE URGE YOU NOT TO LEAVE VALUABLES IN LOCKERS. THE HOSTEL HAS A SAFE FACILITY TO STORE VALUABLES IN, WE WILL NOT BE RESPONSIBLE FOR ANY THEFT WHATSOEVER.

16. DAMAGE - IN THE EVENT ANY INVITEE ON THE PREMISES (ANY GUEST OR THEIR VISITOR (S)) CAUSE DAMAGE TO ANY AREA, FIXTURE, FITTING OR FURNITURE IN THE HOSTEL THE COST OF REPAIR OR REPLACEMENT WILL BE MET BY THAT PERSON AND ADDED TO YOUR CHECKOUT BILL.

17. NO ANIMALS OR PETS - WHATSOEVER ARE ALLOWED ANYWHERE WITHIN THE HOSTEL AT ANY TIME.

18. PAYING GUESTS ARE PERMITTED IN DORMS. NON-PAYING VISITORS OF GUESTS ARE NOT PERMITTED IN DORMS. NON-PAYING VISITORS MUST SEEK PERMISSION FROM STAFF / MANAGEMENT TO ENTER THE ENTERTAINMENT / COMMON AREA. VISITORS OF GUESTS MAY BE EJECTED FROM THE HOSTEL, OR ALTERNATIVELY WILL BE REQUIRED TO PAY FOR A NIGHT'S ACCOMMODATION IF FOUND ANYWHERE ELSE IN THE HOSTEL.

19. CLEANING - LINEN IS CHANGED ON DEPARTURE OR EVERY WEEK IF YOUR STAY IS LONGER THAN 1 WEEK.

20. SLEEPING BAGS - ARE ABSOLUTELY NOT PERMITTED FOR HEALTH & HYGIENE REASONS. DO NOT USE YOUR OWN BLANKETS SHEETS OR LINENS. ONLY HOSTEL-PROVIDED BEDDING IS ACCEPTABLE. IF FOUND / YOUR LINENS WILL BE REMOVED. GUEST MAY BE EJECTED.

21. CHECK-OUT - BY 10.00 AM SHARP TO AVOID LOSS OF KEY DEPOSIT. IF YOU ARE STAYING AN EXTRA NIGHT YOU MUST PAY BEFORE 5.00 PM THE NIGHT BEFORE. YOU ARE WELCOME TO STORE YOUR LUGGAGE WITH US FOR THE REST OF THE DAY. PLEASE ASK RECEPTION.

22. EARLY CHECK-OUT - BEFORE 6.00 AM MUST BE PRE-ARRANGED WITH RECEPTION BEFORE 8.00 PM THE NIGHT BEFORE.

23. CHECK-IN - IS AFTER 12 NOON. EARLIER CHECK IN WILL BE ALLOWED IF THE BED IS AVAILABLE.

24. RECEPTION HOURS - 24/7/365. IF YOU ARE GOING TO BE A LATE ARRIVAL THEN YOU NEED TO INFORM US BEFORE 6 PM ON DATE OF ARRIVAL. SHOULD YOU NOT HAVE FULLY PAID YOUR ACCOMMODATION AND YOU DO NOT INFORM US OF A LATE ARRIVAL THEN WE RESERVE THE RIGHT TO GIVE YOUR BOOKING TO ANOTHER GUEST.

25. KITCHEN - GUESTS ARE REQUIRED TO WASH - WIPE AND PUT AWAY ALL DISHES IMMEDIATELY AFTER USE. DO NOT LEAVE THEM ON DRIP TRAYS. NO COOKING BETWEEN 9.00 PM AND 7.00 AM. TEA AND COFFEE ONLY AFTER THIS TIME. FOOD CONSUMPTION OR STORAGE IS NOT PERMITTED IN ANY DORMITORY.

26. DRESS CODE - NOT ALL GUESTS APPRECIATE BLATANT NAKEDNESS. GUESTS ARE NOT PERMITTED TO WALK AROUND THE HOSTEL IN ANY STATE OF UNDRESS. BE MINDFUL OF OTHER CULTURES.

27. SHORT TERM STUDENTS - MAY BE GIVEN A SPECIAL WEEKLY RATE WHICH IS PAID WEEKLY IN ADVANCE. GENERALLY THIS IS A LOT LESS THAN THE STANDARD WEEKLY RATE THEREFORE NO REFUNDS IF YOU DECIDE TO CHECKOUT EARLY. THERE IS NO REFUND ON FULLY PAID ACCOMMODATION.

28. ANTI-SOCIAL BEHAVIOUR - IS UNACCEPTABLE. THIS INCLUDES THREATENING OR DEMEANING ANY PERSON OR ANY STAFF MEMBER. DAMAGE TO ANY PROPERTY, GRAFFITI, THEFT OF ANY PROPERTY, PHYSICAL OR SEXUAL HARASSMENT, LOUD AND ROWDY NOISE CAN RESULT IN POLICE INTERVENTION AND EVICTION.

29. OTHER FEES AND CHARGES - AUTOMATIC LOSS OF KEY DEPOSIT FOR FAILURE TO COMPLY WITH ANY RULE. MANAGEMENT CAN CHARGE ANY AMOUNT DEEMED NECESSARY TO COVER ITS DAMAGES / COSTS OF CLEANING OR REPAIRING ANY COMMON AREA OR DORM ROOM LEFT IN A UNTIDY OR DIRTY STATE. REPAIRS WILL BE CHARGED @ \$60.00 CALL-OUT FEE PLUS \$22.00 PER 15 MINUTES REQUIRED TO CARRY OUT REPAIRS OR CLEANING. GENERALLY GROUP BOOKINGS' DESIGNATED GROUP LEADER, IS RESPONSIBLE FOR PAYMENT OF DAMAGES.

30. TOWELS - WE HAVE A FEW TOWELS AVAILABLE FOR USE. A TOWEL CHANGE WILL INCUR A CHARGE OF R20.00. LOSS OF TOWEL INCURS R150.00 FEE. ANY OTHER HIRED ITEM DAMAGED LOST OR STOLEN DUE TO RECKLESSNESS WILL ATTRACT A LARGER CHARGE. PLEASE DO NOT USE THE HAND TOWELS IN THE BATHROOMS FOR SHOWERING.