



## **SERVICES OFFERED:**

**Hairdryers** are supplied in the main bedroom.

**WIFI:** We offer free wifi in all our units. The signal strength may be lower in the bedrooms and outside.

**Netflix / Smart TV accounts:** The smart TV functions does run off our account. If you log into your own smart TV accounts, please be sure to log out of it at the end of your stay. Beach House Umhlanga and its employees can not be held accountable for any issues which may occur to your accounts as a result of logging into your person accounts in our premises.

**Air-Conditioning:** There are air-con units in all bedrooms. Please ensure that the remote is replaced in the holder upon check out, as well as, that the air-con is turned off.

**House Cleaning:** The house is serviced from Monday to Saturday between 08.00 - 12.00. This is a 2 hour service per unit whereby housekeeping will:

Make the beds - Clean bathrooms, floors and patio - Empty and clean dustbin - Wash breakfast dishes only.

Kindly note additional cleaning products such as dishwasher soap (sink and machine) are not provided for.

If you would like house cleaning to be done on a Sunday and Public holidays, please advise a minimum of 4 days before arrival, so we can relay to you the extra charges for those days, as well as, if we have someone available.

Please ensure that you are out of the bedroom's during these times if you would like your bed to be made and floors cleaned.

Please do not lock the doors to the bedroom as our staff does not have duplicates of the keys.

**Please note** : sheets are changed once in a 7-day period and towels changed twice in a 7-day period.

Should you wish to have sheets and/or towels changed more frequently, extra charges will be in place according to our laundry charges below.

**Laundry Facilities:** We do not have washing machines available in the units. Laundry is done on site, however at times we do use the facilities of a local laundromat.

Prices per load of 13kgs:

Wash, press and fold: R350.00

Wash and fold: R200.00

Iron only: R150.00

**Inventory** is available in the kitchen. Breakages, damages or missing items will be invoiced within 10 days of departure.

**Electronic Devices:** All electronic devices are checked before check in, as well as, after check out. If an appliance is not working / stops working, please report it immediately to either the housekeeping or to Malorie (068 101 6964)

**Airport Transfers / Taxi services:** Please let us know if you require airport transfers. We do have a taxi service that we work with and will be happy to put you in touch with them.

**Load Shedding:** Unfortunately, we do experience load shedding in the area. As you know this is beyond our control and we do not have a generator. There is an emergency portable light provided in the kitchen. Please ensure that this remains charged during your stay.



## **HOUSE RULES:**

**Parties** are not allowed in the units or on the property. No loud noise of any kind between the hours of 10pm to 8am. Please be mindful of others staying in the house.

**No narcotics, prostitution or illicit activities** will be allowed or entertained on the property or in the units. The owner and its employees reserve the right to ask you to vacate the premises if this is not respected, at no refundable cost of duration of stay.

**Vervet Monkeys** form part of the area, however, can cause trouble in the apartment.

- Allow a 2 finger opening, on the window chains, to keep them out.
- Threaten them with a glass of water to scare them away.
- Please do not feed them as this encourages them to come back.

**Braai, Pool and Gardens** are communal areas, please ensure that rubbish is disposed of properly and that the area is kept clean. Any items of a personal nature that goes missing, Beach House Umhlanga and its employees cannot be held responsible.

**Patio doors are to be latched** or closed as the wind can cause the window to break.

**Departure** is no later than 10.00am. Kindly ensure the following :

- Air conditioning and lights are turned off
- All windows and doors are closed and locked
- All dishes are stacked in the dishwasher
- All furniture has been returned to its rightful position

### **Indemnity**

Anyone entering these premises or using any of the facilities does so entirely at their own risk. The owner, hosts, staff and/or independent contractors of the premises will not be held liable for any injury to, or the death of, any persons or for the damage to, or the destruction or loss of, any property, including vehicles,

If any rules sent through to you, at the time of booking and found in the flip-file in the kitchen, are not adhered to, the issue will be addressed, and you may be asked to find alternative accommodation and will not be reimbursed for your stay.

We care for our apartments and ask that you do the same. If anything is damaged, broken or missing during the stay, those staying in the unit during the period of rental will be fully liable for any repairs or replacements of said items that are damaged, broken or missing.

### **Emergency numbers :**

Police Umhlanga 031 566 8508

Ambulance (Netcare 911) Umhlanga 031 560 5500 (Umhlanga Hospital)