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St. Croix



St Croix Estate's Terms & Conditions

To help us keep up the standards of the guest cottages and to ensure all guests enjoy their stay, please read our terms and conditions carefully.

By making this booking you enter into an agreement with us.

1. Self Catering Cottages

- a. No smoking in cottages
 - i. If you smoke inside the cottage you will be liable for deep cleaning costs for the carpets, curtains and upholstery.
 - b. Complimentary starter-pack of tea, coffee, sugar & milk, plus soap and toilet rolls are provided on your arrival.
 - c. Please note as we are self catering you are responsible for all top-ups.

2. Office hours

- a. 08h00 to 16h30 Monday to Friday

3. Arrival & Departure times

- a. Check-in time is between 14h00 and 17h00.
- b. Late arrivals to be pre-arranged to ensure the necessary service, and subject to a cost.
- c. Check -out is latest 11h00.
- d. Late check- out can be pre-arranged at a nominal fee.

You can only be considered for a late check out if there are no guests checking in to the same cottage on that day.

4. Rates & Deposits

- a. Rates are quoted in South African Rand
- b. The price of accommodation is confirmed on your booking Confirmation Sheet
- c. 50% deposit required to secure your booking.
- d. Bookings for 1 or 2 nights must be pre-paid in full.
- e. Full payment is required before or on arrival at St Croix.
- f. Banking details are on the Confirmation Form
- g. Payments in SA Rand, EFT, or Credit/Debit Card
- h. Credit card fees for your Account
- i. Please enquire about special rates for long term stays.

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5. Cancellation policy

- a. Cancellation 30 days prior to arrival NO REFUND
- b. 30 to 40 days prior to arrival only 25% will be refunded.
- c. 45-plus days prior to arrival will receive full refund less 15% administrative charge.

6. Visitors

- a. NO visitors are allowed (for security reasons)
- b. We endeavour to offer a peaceful and tranquil environment exclusively for our guests. If you bring in any visitors, you will be requested to vacate your cottage without a refund.
- c. **No parties are allowed.**

7. Right of Admission is reserved.

8. Cleaning of cottages

- a. After 3 night's occupancy linen and towels are being changed. A full cleaning service of the cottage will be done.
- b. b. Should you require additional cleaning services, it can be arranged at the cost of R30.00 per hour and R50 per hour on weekends. Please give reception fair notice to organize.

9. Laundry

- a. Laundry services are available during the week.
- b. No laundry services available on weekends or public holidays.
- c. A laundry list is available in the Guest Cottage Booklet.

10. Air conditioners

- a. Please do not leave the air-conditioners on while you are out of your cottage.
- b. Please close all windows and doors when using the air-conditioners.

11. Swimming Pool

- a. Only suitable swimwear may be used in the swimming pool.
- b. Please use the pool towels provided in your guest cottage; do not use the bathroom towels at the pool.
- c. No glassware permitted in the pool area.
- d. Please do not take glass wine bottles or beer bottles or glass drinking glasses to the swimming pool, as broken glass in the water or in the grass and can cause serious injuries to other guests.

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- e. No noise or shouting in the swimming pool area.
- f. Please keep the pool gates closed at all times.

12. Tennis Court

- a. Please bring your own tennis gear and appropriate tennis shoes.

13. Parking Bays

- a. Please only park in marked areas for designated cottages.

14. Damages & Breakages

- a. Any bedding or towels that have been damaged or stained beyond repair will be charged to your account.
- b. Please note that you will be held responsible for replacement costs of any breakages.
- c. Loss of remote controls will be charged at R600 each.

15. Children

- a. No children under the age of 12years.

16. Pets

- a. No animals or pets allowed

17. Safes

- a. Safes are provided
- b. St Croix will not be held responsible for any loss whatsoever.

18. Cottage Keys

- a. On departure leave the cottage keys on the inside of the (unlocked) front door, or
- b. Deposit them into the key-box at Reception.
- c. If you lose the keys (or take them with you) you will be responsible for replacing them.

19. Noise

- a. Please be considerate when it comes to noise levels.
- b. No loud music is permitted.

20. Television

- a. Satellite TV is available with selected channels.
- b. Bringing your own decoder, or any type of electronic device that interferes with the settings, is not allowed.

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c. Do not adjust the TV settings

21. Outdoor braai

- a. Each unit has a private braai.
- b. Please refrain from making big fires that damage the walls.
- c. Extra vine-wood is available at R25.00 per bag
- d. Do not make large “bonfires” that cause damage & pose a danger.

22. WiFi is available in most areas

23. Security& CCTV cameras

- a. A security guard is on duty 12 hours nightly.
- b. Remember to close all windows when activating the alarm.
- c. Premises & common areas monitored by CCTV cameras.

24. Water & Power

- a. Guest cottages use borehole water.
- b. The water is safe to drink.c.In the case of municipal electricity failure there are two very large generators that automatically start, so the power disruption will only last a minute or two.

25. Emergency Telephone numbers

- a. Various contact numbers are available in the Guest Cottage Booklet.