



GENERAL Short Term Rental Terms and Conditions (Annexure A1)

1. This is a short term rental agreement between the Owner of the Property and the Tenant. Beautiful Knysna Villas is acting as the agent.
2. A 50% rental deposit is required along with the fully completed Rental Agreement and Schedule to confirm your booking.
3. The 50% balance of fees (along with Refundable Deposit) is required between 30 – 60 days prior to occupation, depending on which accommodation you book. Please check the booking form – this will show you how many days prior to occupation the 50% balance of fees (along with damage deposit) is due.
4. All payments are to be made in SA Rands free of bank charges.
5. The residence may not be occupied by anyone other than the Tenant and the Tenant's guests (including children) whose names appear on the Rental Agreement.
6. Unless otherwise agreed in writing prior to confirmation of the booking, the property may not be used for any purpose other than private rental accommodation.
7. Guests wishing to invite anyone other than the Tenant and the Tenant's guests must please make a request by email stipulating the number of guests and nature of the occasion so Beautiful Knysna Villas can discuss with the owner and, if approved, confirm this in writing prior to the arrival date. Please note, depending on the number of guests and nature of occasion, most owners willing to grant permission will charge an additional event fee.

CANCELLATION POLICY

1. Within 30 days, or 40 days during peak season, the initial 50% deposit payment and the 50% balance payment are not refundable. However, in the event of cancellation or shortening of stay management may consider refunds where those days can be rebooked, after deducting any costs incurred with respect to the rebooking and preparation of the residence.

OCCUPATION TIMES

2. Arrival time 2:00pm on the arrival date (unless otherwise specified).
3. Departure time 10:00am on the departure date (unless otherwise specified) The residence must be vacated timeously for the cleaners to begin.

LIABILITY

1. The Tenant is liable for any damage to the property, equipment or to the surrounding fauna and flora incurred by the Tenant, and/or the Tenant's guests.
2. Neither the owners of the establishment nor Beautiful Knysna Villas accept any responsibility whatsoever for any loss or damage to persons or property of the Tenant or the Tenant's guests and the premises are used entirely at the occupants' own risk.
3. Guests will be charged for damages caused by tampering with the household systems.
4. Breakages and damage, including stains and scratches (beyond normal wear and tear) will be deducted from the deposit and, should the damage deposit not be sufficient to cover the damage, the tenant will be invoiced for the outstanding amount.
5. Damage deposits will be refunded within five (5) working days from the date of departure.
6. Damage deposits charged from a debit or credit card will be refunded to the same debit or credit card within five (5) working days from the date of departure. Please note it often takes a few additional days for monies refunded to a credit card to reflect.
7. Bank charges relating to refunding of deposit to foreign bank accounts will be for the Tenant's account. It is recommended that foreign Tenants rather provide a credit or debit card which can be debited and refunded without either party incurring bank charges in the case where a full refund is made.
8. Tenants agree to obey the rules and regulations specific to Home Owners and Estates. These are shared specific to property.
9. The agreement to which these terms and conditions are attached is of no force and effect unless confirmed by Beautiful Knysna Villas in writing.

DURATION

These T&C's are valid for the duration of your booking. They may be changed at any time without notice. Please ensure you have the latest version.

NOTES

LOAD-SHEDDING DISCLAIMER:

Please note that South Africa's electricity supplier, Eskom, may implement loadshedding (scheduled power outages) on an adhoc basis. This has not been a regular occurrence of late and many of our properties are not affected as they have a full solar system or inverter and battery system. Others are off-grid with a partial solar system or inverter and battery system, or a generator. Some have simpler provisions in place, for example battery powered lanterns, candles, gas stoves and a braai. Most have a UPS, ensuring that WiFi remains uninterrupted. It is worth noting that food safety standards confirm refrigerated food maintains freshness for a period of at least four hours with no power, and loadshedding is rarely experienced for a longer period. The simplest way to plan around the loadshedding schedule is to download a phone app called EskomSePush.

While loadshedding has previously been part of the South African experience; it is no longer a regular occurrence, however should loadshedding occur it is beyond our control and Beautiful Knysna Villas cannot be held accountable for any gap between our client's expectations of a properties loadshedding provision, and the actual provision. The property loadshedding backup is listed in the property description that you receive and if you have any need for additional information Beautiful Knysna Villas will happily assist.

POPIA

1. The South African Protection of Personal Information Act (POPI Act) is designed to protect how your data is used, stored, and processed. By signing these Terms & Conditions I hereby acknowledge that our/my personal and in certain instance my special personal information are required by Beautiful Knysna Villas in order for my booking/enquiry to be facilitated and I/we agree to provide such information requested from Beautiful Knysna Villas, on the express understanding that:
2. This constitutes my/our consent, as required under Section 11(1)(a) of the Protection of Personal Information Act 4 of 2013 ("POPIA").
3. Beautiful Knysna Villas support services staff and the finance department will access my/our information which has been furnished to them for the purposes of the transaction in which I am/we are involved and matters ancillary thereto.
4. Beautiful Knysna Villas are authorised to release my/our personal information to the hosts of the short or long term accommodation, tour operators and other third parties in respect of which my booking or enquiry relates.
5. Beautiful Knysna Villas do not intend sharing my/our personal information for financial gain.
6. In the event that our/my booking or enquiry involves a child or children, I/we acknowledge that I am/we are the competent adult/s responsible for such child or

children and willingly supply their personal information in order to include them/him/her in the booking or enquiry through Beautiful Knysna Villas.

By signing the Rental Agreement and Schedule you acknowledge your agreement with and acceptance of these terms and conditions.