

We trust you enjoy your stay at Rockview. The house rules / protocols below are for the benefit of your & the following guests.

Guests who arrive drunk / inebriated or under the influence will not be allowed to check in or onto the property and will forfeit their deposit / any and all payments made.

It is the responsibility of the booker to ensure all room keys are returned, replacement keys are R600 per set.

Check in time is strictly between 14h00 – 19h00, unless prior arrangements are made with management. ****A late arrival fee will apply if arrival after 19h00****. The housekeepers / co host will welcome you on arrival. Outstanding payment/s to be settled prior to arrival, no exceptions. You'll be given a tour of the house and facilities and the room keys handed to you, it's your responsibility to ensure the house and entertainment area is locked and secured before you go to bed at night.

There is a separate alarm for the bar which must be activated by yourselves before retiring for the night.

Check out time on the day of departure is **STRICTLY 10h00**. There will be a late departure fee levied should the rooms not be vacated by 10h00 sharp. The staff need to make the rooms ready for the next group of guests booking in.

The house is cleaned prior to arrival, and will be done after departure. Bedding and towels will be changed every 4th day, or every 3rd day for bookings longer than 4 days. Towels will NOT be washed every day, please do not leave towels on the floor, hang them up in your bathroom or they can be dried on the washing line. Should you require a daily change of towels, please bring your own. A toilet roll will be provided for each bathroom per day of your stay. Toiletries are not supplied for whole house self catering bookings. An iron is available however you are welcome to bring your own.

****IMPORTANT** – You have booked the house on a self catering / self service basis / self cleaning basis. House keeping services will be limited to sweeping the floors only of the common areas; ie. kitchen floors only, lounge floor, dining room and passage floors only, during your stay. Guests need to ensure the house is clean on their departure, as they found it on arrival. If not left clean a cleaning fee will be applied. For a whole house / self catering booking the bedrooms and bathrooms are **not** serviced during your stay.

****Please be aware of loadshedding times and plan cleaning / washing of dishes accordingly : often there is no water during loadshedding if there is no supply of water from the municipality as the back up water tanks work from a water pump****.

Should you require the services of housekeeper/s during your stay a fee of R250 per housekeeper per day must be paid in cash directly to the housekeepers **in advance**. This will be for cleaning the common / entertainment areas and kitchen during your stay, servicing of the bedrooms and bathrooms is NOT included in this fee.

The parking area is for exclusive use of parking vehicles only, no gathering, socialising, smoking, loud music, drinking of alcohol or cell phone conversations are permitted in the parking area as it could disturb the neighbours and other guests.

General info - There are 6 bedrooms, 3 on the ground floor and 3 on the 1st floor, all sea facing.

All bedrooms have a double / or king size bed. 1 room has bunk beds and another 3 have a single bed.

Each bedroom has an ensuite bathroom, with both bath and shower, bar fridge, microwave and kettle.

No sleeping on the lounge chairs / couches / cushions on the floor is allowed.

There is a dining room, a spacious lounge with spectacular sea views, and entertainment area, pool table, swimming pool and braai facilities. Please ensure the drip tray is used under the braai.

The property is walled & electrified. There are panic buttons in the house which are linked to a local security company.

The bathroom towels & bedding / blankets from the bedrooms are not to be removed from the bedrooms.

We do not provide beach and pool towels, although swimming pool towels are available for hire.

All children to be accompanied by an adult at the swimming pool area.

No drinking of alcohol allowed in the lounge or dining areas. No smoking of any kind is allowed in the house.

Port Edward has water supply challenges, we arrange sufficient water for the guests in back up tank, however guests need to be conscious and careful with use of water. Port Edward is a fireworks FREE area, please do not use crackers or fireworks.

Please stagger use of shower/bath times so there is adequate water pressure and hot water.

Please keep the pool table covered while not in use, no children allowed at or on the pool table.

**** NB** This venue is strictly unsuitable for bachelor, bachelorette or loud parties. The venue is for the use of paying guests only.

No additional people or visitors are allowed onto the property, unless by prior arrangement.

The owners reserve the right to inspect the house at any time & compare no of guests booked/paid for.

Owners also require reasonable access in the event of emergencies, such as fire, water leaks and such incidents.

This is a residential area, with the relevant by laws on noise and nuisance being applicable music is allowed from 14h00 to 22h00 and must not be excessive as to offend the neighbourhood******.

****Any noise nuisance which ignores the house rules and municipal bylaws will result in the entire deposit being forfeited.**

Should you need to make use of the iron, please ask one of the housekeepers for the iron and board. This must be used in the diningroom area, not in the bedrooms.

Enjoy your stay at Rockview Guest House. Feedback will be appreciated.