

## Golden Shores Frequently Asked Questions

### Booking & Cancellation

**Q. How old do I need to be to book a holiday villa with Golden Shores?**

A. The responsible renter must be at least 21 years of age, guests under 21 are of course welcome but must be accompanied by a parent or guardian.

**Q. Do infants count toward the maximum occupancy?**

A. Generally, children under the age of 2 do not count towards the maximum occupancy, as long as they are sleeping in a porta-cot or with their guardian.

**Q. Can I bring my pet along?**

A. Very Sorry but No Pets are allowed.

**Q. What is the difference between Stayz, Airbnb, Booking.com and your site?**

A. Stayz, Airbnb and [booking.com](https://www.booking.com) are advertising sites. We are the resort management company that looks after everything from marketing to maintenance and housekeeping. We advertise the properties we manage on these sites to get our properties the most visibility. If you book directly through our website, you will likely pay less than these advertising sites as the prices are often marked up with a traveller fee charged by them.

**Q. Can I bring more people than the maximum allowed listed?**

A. Maximum occupancy does not only refer to the number a villa can sleep, this is also the number of people allowed in the villa at any given time. Please abide by the maximum occupancy number for the home. You must not allow a guest to sleep anywhere but the beds. We can offer rollaway beds subject to availability at villas which allow them.

**Q. What is GOLDEN SHORE'S cancellation policy?**

A. When a cancellation is made by a guest, booking fees and equipment charges are not refundable. For bookings cancelled 30 days or more prior to the arrival date the deposit is not refundable unless the property is successfully rebooked for those exact dates. For bookings cancelled within the 30 days of arrival the full tariff will be incurred unless the property is successfully rebooked for those exact dates.

**Q. Is there a cancellation fee?**

A. A cancellation fee of \$150 applies to all cancellations. This will be deducted from funds held and the balance refunded if the property is rebooked. Any refund applicable because the property has been rebooked will be made after payment in full has been received by the replacement guests. If the property is rebooked for only part of the original booking dates, then a pro rata refund will be made at the agent's discretion. Cancellation of the arrangement due to non-payment of the balance by the due date will result in the loss of all monies.

**Q. Do you have any villas without a three -night minimum stay?**

A. All of our villas have a three-night minimum stay outside of peak times and a fourteen-day minimum stay during high and peak seasons.

**Q. When is the deposit due?**

A. A deposit is due within 24 hours (1 business days) of booking. The balance is due 30 days prior to arrival.

**Q. Once I have booked can I change the dates of my booking?**

A. Once the booking is made and payment received a change of booking dates will result in an effective cancellation and our cancellation terms would apply.

**Q. Do you take partial payments or must I pay in full upon booking?**

A. Generally, we require payment within our terms above, under some circumstances such as a booking more than a year in advance we can arrange a payment plan. Please call us to discuss the options.

**Q. Do you allow weddings in your villas?**

A. Some of our villas do allow weddings with the owner's approval. We are able to book a number of like villas in close proximity to accommodate all of your guests. Depending on the property, there may be additional fees, parking restrictions and guest count maximums. Please call us for more details.

**Q. How can I modify my reservation, and are there any fees associated with that?**

A. Please call us and we can help to help you modify your reservation. There could be additional fees as well as our \$75 change booking fee depending on the change that is being made, but we will walk you through everything before finalising it.

**Q. Do you offer cheaper rates for longer stays?**

A. Our team can assist you with finding the most suitable property for your needs, depending on the length of stay and the season, we may be able to negotiate the tariff.

**Q. I found a better property than the one I booked, would I be able to modify my reservation and change it to the other property.**

A. If you have booked and paid, the property has been secured for you and accordingly if you wish to change properties our cancellation terms will apply.

**Q. Would I need to sign a rental contract to stay at a holiday rental?**

A. By booking a reservation, guests acknowledge and agree to abide by GOLDEN SHORES Terms and Conditions. Some of our villas will require you to sign a reservation contract agreeing to policies that are specific to that home. There are forms that we will ask you to sign and return once you receive your booking confirmation.

**Q. How do I go about booking a holiday as a gift for a friend?**

A. You can book and pay for a reservation for another person.

**Q. How do I pay for my booking?**

A. We accept the following credit cards: Visa, MasterCard and American Express. We also accept payment by direct deposit.

**Q. What does the damage protection fee cover?**

A. The damage protection fee covers you and your group for accidental damage that may occur at the property up to \$2000 any damage above this amount will incur additional

charges. You will need to report this damage to us prior to your departure to ensure that the cover is activated.

## **Features and Amenities**

### **Q. Is smoking allowed in the home?**

A. Smoking is not permitted inside any property.

### **Q. Does the villa come with linen?**

A. Yes the villas are all fully equipped with complete bedroom linen, complete kitchen, and washing machines.

### **Q. Do I need to bring my own beach towels?**

A. You will need to bring your own beach towels.

### **Q. What items can I expect to find in the home?**

A. Please see the features and amenities section of the villa listing. The owner may also provide a few items to get you started including: tea, coffee, dishcloths, cleaning spray, hand soap, carpet spot cleaner, toilet paper, dishwashing liquid, dishwasher tablets, kitchen rubbish bags. If there is something specific that you require, please make sure you bring it with you. Each property is different, and guests may also leave non-perishable items in the revolving pantry.

### **Q. Does the property have pay TV and Wifi? Will we be able to watch the game?**

A. Holiday properties are individually owned and each villa will have different facilities available to guests. GOLDEN SHORES cannot guarantee television service, TV channel availability or Wi-Fi connection. Please contact us to confirm which facilities are available at the villa that you are interested in.

### **Q. Can I bring my Wii/PlayStation/Xbox?**

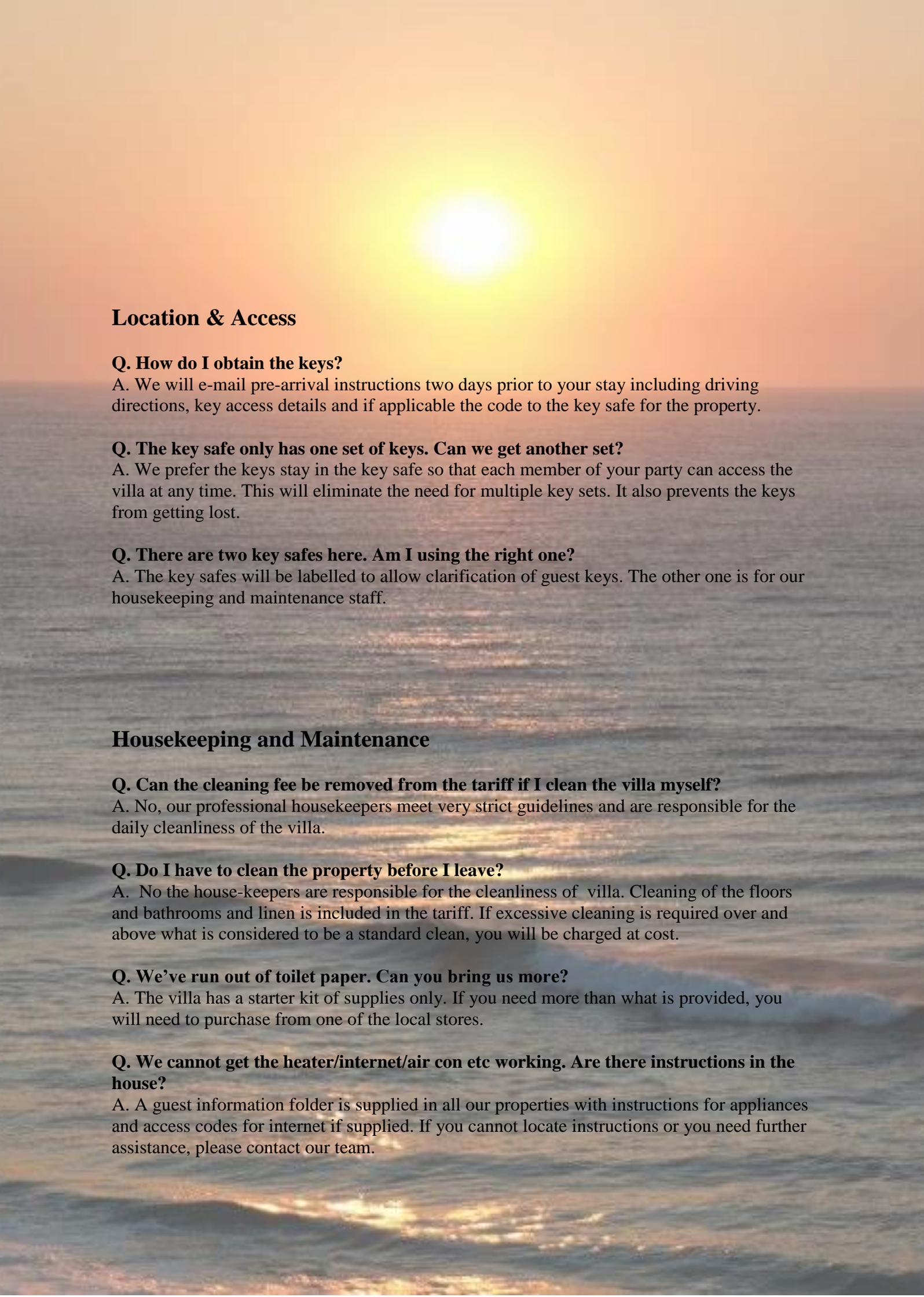
A. Yes, of course you can. We suggest you take a photo of how all cords are plugged in before you plug in your game box so that you can easily return them exactly on your departure.

### **Q. Is there a first aid kit supplied in the property?**

A. Please contact us to confirm if a first aid kit is available at the villa that you are interested in.

### **Q. Is the water drinkable in all properties?**

A. Yes the water at all of our villas is potable.



## Location & Access

### **Q. How do I obtain the keys?**

A. We will e-mail pre-arrival instructions two days prior to your stay including driving directions, key access details and if applicable the code to the key safe for the property.

### **Q. The key safe only has one set of keys. Can we get another set?**

A. We prefer the keys stay in the key safe so that each member of your party can access the villa at any time. This will eliminate the need for multiple key sets. It also prevents the keys from getting lost.

### **Q. There are two key safes here. Am I using the right one?**

A. The key safes will be labelled to allow clarification of guest keys. The other one is for our housekeeping and maintenance staff.

## Housekeeping and Maintenance

### **Q. Can the cleaning fee be removed from the tariff if I clean the villa myself?**

A. No, our professional housekeepers meet very strict guidelines and are responsible for the daily cleanliness of the villa.

### **Q. Do I have to clean the property before I leave?**

A. No the house-keepers are responsible for the cleanliness of villa. Cleaning of the floors and bathrooms and linen is included in the tariff. If excessive cleaning is required over and above what is considered to be a standard clean, you will be charged at cost.

### **Q. We've run out of toilet paper. Can you bring us more?**

A. The villa has a starter kit of supplies only. If you need more than what is provided, you will need to purchase from one of the local stores.

### **Q. We cannot get the heater/internet/air con etc working. Are there instructions in the house?**

A. A guest information folder is supplied in all our properties with instructions for appliances and access codes for internet if supplied. If you cannot locate instructions or you need further assistance, please contact our team.

**Q. Do I need to put the bins out for collection?**

A. Your house-keeper is responsible for the disposal of garbage..

**Q. Can I have a party at the property?**

A. We have a strict NO Function policy at all our properties.

**Q. Problems - what do we do if something unexpected occurs?**

A. We do everything possible to ensure you have an enjoyable stay, but occasionally things go wrong. If a problem occurs you should, in the first instance, check the guest information folder for instructions and then contact our team. Should a tradesperson or a member of our team be called to the property and the issue is deemed to be caused by a guest, equipment owned by a guest or because a guest has not followed instructions, then the guest will be responsible for payment of the invoice for the tradesperson or our callout fee of \$20.

## **Check-in & Check-out**

**Q. What time can I check-in?**

A. Check-in is after 2pm and guests can enter the property after this time.

**Q. What time do I have to check-out?**

A. Check-out is before 10 am.

**Q. Is there an option for late check in or out?**

A. Early check in or late check out will attract a charge.

## **After Your Stay**

**Q. I think I may have left something behind in the property?**

A. If our housekeeping team find an item that has been left it will be returned to our office. We will call you and request that you send us a pre-paid postal bag so that we can return the item to you. If you realise that you have forgotten something then give us a call, we will contact the housekeeper to see if they have found it, then we will request the prepaid bag as above. We cannot guarantee the item will be found.

**Q. I have some feedback for you, what do I do?**

A. We love your feedback, it helps us offer better products for our guests. There will be a feedback card available to you at the property, complete the form and leave it on the dining table for our collection. You can also email us at: [booking@goldenshores.co.za](mailto:booking@goldenshores.co.za)