



SHORT TERM RENTAL

Standard Terms and Conditions

Definitions

Capitalised terms are as defined in the master Booking Form and Rental Agreement to which these terms and conditions are annexed.

Where terms or conditions, defined in the master Rental Agreement, conflict with clauses in this Annexure A1, the terms or conditions from the master document shall apply.

General

1. This is a short term rental agreement between the Owner of the Property and the Renter. Perfect Hideaways is acting as the agent.
2. A 50% non-refundable rental deposit is required along with the fully completed booking form to confirm your booking.
3. The 50% balance of fees (along with damage deposit) is required between 35 – 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, euros, US Dollars or UK pounds as specified on the booking form, free of bank charges.
5. The residence may not be occupied by anyone other than the Renter and the Renter's guests (including children) whose names appear on the Rental Agreement.
6. Unless otherwise agreed prior to booking, the property may not be used for any purpose other than private rental accommodation.

Cancellation Policy

7. 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

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



Liability

10. The Renter is liable for any damage to the property, equipment or to the surrounding fauna and flora incurred by the Renter, and/or the Renter's guests.
11. Neither the owners of the establishment nor Perfect Hideaways accept any responsibility whatsoever for any loss or damage to persons or property of the Renter or the Renter's guests and the premises are used entirely at the occupants' own risk.

Breakages and Damage

12. Guests will be charged for damages caused by tampering with the household systems.
13. 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 renter will be invoiced for the outstanding amount.
14. Damage deposits will be refunded 5 working days after departure.
15. Damage deposits charged from a credit card will be refunded to the same credit card 5 working days after departure. * Except for Churchhaven properties, where damage deposits will be refunded 7 working days after departure.
16. Bank charges relating to refunding of deposit to foreign bank accounts will be for the Renter's account. It is recommended that foreign Renters 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.
17. The agreement to which these terms and conditions are attached is of no force and effect unless confirmed by Perfect Hideaways in writing (fax or e-mail).

Duration

18. 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

Entry Visa and Child Travel Documentation Requirements

There are new requirements for children travelling through South African ports of entry that have been implemented effective from 01 June 2015.

Follow the links below to familiarise yourself with the new South African VISA regulations – this is vital to all foreigners travelling to and from South Africa.

<http://www.home-affairs.gov.za/index.php/immigration-services/apply-for-a-south-african-visa>

<http://www.home-affairs.gov.za/index.php/immigration-services/exempt-countries>

<http://www.home-affairs.gov.za/index.php/immigration-services/>



Travel Insurance

We strongly recommend that our guests take out travel insurance in the unlikely event their accommodation has to be cancelled for reasons out of our control. Rather safe than sorry!

COVID-19 Cancellation Policy

Covid-19 is now a part of our everyday lives for the foreseeable future and we are now aware of the risks involved where travel is concerned. Further to this we are also responsible to offer some level of 'fairness' to guests, property owners and the Perfect Hideaways team.

For this reason, if you are unable to travel due to a government enforced travel ban which was imposed after your booking confirmation and which affects your ability to get to your accommodation, or if you or your guests fall ill with COVID-19 at the time of travel (and you can provide Perfect Hideaways with medical documentation), you may defer your booking to the same property for one year from the arrival date. New booking dates are subject to availability. Off-season dates will have to be upgraded if the deferment is transferred to a peak-season period. No refunds will be possible if peak-season bookings are deferred to an off-season period.

Please note that Cancellations will not be accepted.

For those travelling from overseas we will look at each booking on a case-by-case basis.

We understand these are challenging times and we aim, as always, to help our clients as best we can.

POPIA

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 PERFECT HIDEAWAYS in order for my booking/enquiry to be facilitated and I/we agree to provide such information requested from PERFECT HIDEAWAYS, on the express understanding that:

1. This constitutes my/our consent, as required under Section 11(1)(a) of the Protection of Personal Information Act 4 of 2013 ("POPIA").
2. The PERFECT HIDEAWAYS support services staff and the finance department of PERFECT HIDEAWAYS 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.
3. PERFECT HIDEAWAYS 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.
4. PERFECT HIDEAWAYS do not intend sharing my/our personal information for financial gain;



5. I/we acknowledge that our/my contact details are automatically added to the PERFECT HIDEAWAYS database and that PERFECT HIDEAWAYS send out bulk emails to its database from time to time containing property news, listings and other service offerings from PERFECT HIDEAWAYS and similar content. We/I are aware that I am/we are entitled to OPT OUT/UNSUBSCRIBE from these bulk emails by exercising the OPT OUT/UNSUBSCRIBE options available on the email or by contacting the Information Officer of PERFECT HIDEAWAYS with a request to remove my/our details from the emailer list.
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 PERFECT HIDEAWAYS.
7. PERFECT HIDEAWAYS have implemented proper Data Privacy rules in respect of their management of client information as well as proper Internet Usage Rules and Cyber security principles in order to minimise the risk of my/our information being exposed to Cyber risks and I/we have had an opportunity to read through such Policies and understand that it is my/our own duty to protect our own internet and email connections against interceptions and viruses.