



SAN LAMEER VILLA RENTALS PTY LTD
TELEPHONE
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reservations.villaren@sanlameer.co.za
RECEPTION
(+27) 39 313 0111

POSTAL ADDRESS
78 Southbroom 4277
ADDRESS
San Lameer Estate
R61 Main Road
Lower South Coast
KwaZulu-Natal

Payment Information:

Note: We do not accept cash on the estate.

In addition to your accommodation charges, please be aware of the following fees:

- A R1500 Refundable Breakage Deposit
- An R600 Admin Fee

To secure your booking, we require a 50% deposit of the total accommodation cost plus R2100 (R1500 Refundable Breakage Deposit and R600 Admin fee) within 7 days of booking. The outstanding balance is due 7 days prior to your arrival.

Estate Access Fees (Deducted from Breakage Deposit):

- R20 per day per vehicle for the first 3 days
- R70 per vehicle for 4 consecutive days
- R80 per vehicle for 5 consecutive days
- R90 per vehicle for 6 consecutive days
- R100 per vehicle for 7 consecutive days
- R200.00 per vehicle for EIGHT OR MORE consecutive days

Please note that you will not be granted access to the estate until your account is paid in FULL.

We also require the following FICA documentation to grant access to the Estate:

- Proof of residence
- Copy of ID
- Bank Stamped Bank Details for refundable breakage deposit.

The reason we require these FICA documents is to comply with legal regulations aimed at preventing fraud, money laundering, and other financial crimes. These documents help us verify your identity and ensure that all transactions are secure and transparent.

Guests are requested to pre-register using the facial recognition link sent via email before arrival to avoid delays in the check-in process .

Acknowledgements:

- Guest Identification: Please ensure you have a valid car and driver's license for scanning upon arrival.
- Late Departure: A fee of R400 will be deducted from your breakage deposit if you depart after 10 am.
- No Smoking: Smoking is strictly prohibited in villas. A R1000 fine will be levied for any violations.

- No Overcrowding: Exceeding the villa's maximum capacity may result in eviction and penalty fees.
- Monkeys: Lock all doors and windows before leaving your villa to prevent monkey access.
- Refundable Breakage Deposit: Guests are required to check the villa inventory upon arrival and report any discrepancies immediately. All furniture, equipment, and appliances must be left in their original condition, accounting for reasonable wear and tear. Damaged or missing items will be deducted from the R1500 breakage deposit and replaced at the guest's expense. If the damage exceeds the breakage deposit, clients must cover the difference within 30 days after departure. We reserve the right to cancel any letting due to damage or disturbance.
- Trailer Park: Please park trailers, motorcycles, and motorized boats at the designated trailer park.
- No Pets: Pets are not allowed on the estate.
- Liability: We accept no liability for injury, death, loss, damage, or expenses arising from various factors, including natural events, theft, government actions, limitations, travel restrictions, and unforeseen emergencies. Please review the detailed liability disclaimer for more information.

Cancellation Rules: In the event of cancellation, the following fees apply on the full booking amount (not applicable to postponed bookings):

The below cancellation policy does not apply to peak season bookings unless an alternative booking for the same villa in peak season can be secured, 20% on the total booking will not be refundable.

- More than 8 weeks prior to occupation: 20% non-refundable
- 4-8 weeks prior to occupation: 25% non-refundable
- 2-4 weeks prior to occupation: 50% non-refundable
- Less than 2 weeks prior to occupation: 100% non-refundable
- Group bookings (5 or more units): 50% deposit non-refundable

Emergency Cancellation: Refunds may be considered for unforeseen emergencies with appropriate proof submitted to VR management.

Important Guest information:

- Guests are kindly requested to bring their own beach towels and dishcloths.
- We supply toilet paper and soap on arrival only .
- Daily service only supplied to Classic, Superior, deluxe, luxury and premier villas. Anytime between 08:00-14:00. They have their own keys to gain access.
- Standard Villas do not receive daily services, only a linen and a towel change every 5th day.
- Fresh towels are supplied every second day only and linen every fifth day.
- Please note there is no authorised use of any motorised scooters on the estate.
- ARRIVAL TIME: 15:00/DEPARTURE TIME: 10:00

Note: Interest on deposited amounts benefits San Lameer Villa Rentals (Pty) Ltd. Your refundable breakage deposit will be forfeited if we do not receive your bank details/credit card details within 3 months.

Please feel free to reach out if you have any questions or require further information. We look forward to your stay with us!



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