



# Hancke Holiday Apartments Terms & Conditions

## 1. Booking & Payment

- 1.1. A 50% deposit is required to secure your booking. Your booking will only be confirmed once proof of payment has been received.
- 1.2. The full balance must be paid prior to arrival via EFT or Master/Visa card.
- 1.3. No cash payments will be accepted on arrival.
- 1.4. All rates are quoted in South African Rand (ZAR) and are subject to change without prior notice.

## 2. Cancellation Policy

- 2.1. Cancellations made 30 days or more before the arrival date will incur a 10% cancellation fee (of the deposit paid).
- 2.2. Cancellations made within 30 days of the arrival date will be charged the full booking amount.
- 2.3. No-shows and early departures are non-refundable.

## 3. Check-In & Check-Out Times

- 3.1. Check-in: Between 14h00 and 17h00
- 3.2. Check-out: By 10h00
- 3.3. *Late check-out is subject to availability and must be arranged in advance. Additional charges may apply.*

## 4. Occupancy Policy

- 4.1. Each unit has a maximum occupancy limit, which may not be exceeded.
- 4.2. No extra mattresses or portable beds may be brought into the units to accommodate additional guests.
- 4.3. Only registered guests are allowed to stay overnight.

## 5. External Visitors & Events

- 5.1. Please note that our accommodation units are intended for registered guests only.
- 5.2. No external visitors or events (e.g. parties, birthday celebrations, etc.) may be hosted at the units
- 5.3. We reserve the right to deny entry to unregistered visitors or to end the booking early without refund if this policy is violated.

## 6. Amenities

- 6.1. Each unit includes DSTV (Hospitality package), SABC, and eTV channels.
- 6.2. Linen and bath towels are provided. Please bring your own beach or swimming towels.
- 6.3. Linen is changed every 4–5 days for longer stays.

## 7. General Guidelines

- 7.1. Please ensure that our accommodation and facilities meet your needs before confirming your booking.
- 7.2. Quiet hours are from 22h00. We kindly ask all guests to respect fellow visitors and neighbours.
- 7.3. These apartments are non-smoking establishments indoors. Designated smoking areas are provided.