



TERMS & CONDITIONS FOR YOUR STAY

Dear Guest

Thank you for choosing BerLen House.

We require all guests to read and adhere to the terms and conditions as stipulated below:

1. We strive to maintain a peaceful and relaxing environment. For this reason, we ask that all guests behave respectfully and avoid any disruptive or offensive behaviour. No disorderliness will be tolerated. You will be requested to vacate the premises immediately, without a refund due, if your behaviour becomes in any way offensive.
2. Quiet time is between 10pm and 6am.
3. Your safety is important to us. Although we take every precaution to protect both you and your belongings, BerLen House cannot accept responsibility for any injury, loss, or damage during your visit.
 - a. Please close the following when checking out at 09h00:
 - i. Windows
 - ii. Front door
 - iii. Entrance/exit gate
 - iv. Garage (if used).
 - b. Parking is at your own risk.
 - c. Ensure the keys and remote to the premises are locked in the key-lock box at the entrance/exit gate, before you leave.
4. Treat the house and its contents with care. If you notice any damage, defects, or something not working as expected, kindly let us know—we're always happy to assist.
5. Any damage to BerLen House content and property, during your confirmed dates of occupancy, will be for the occupant's (your) account.
6. To keep the property secure, only registered guests may be on the premises. If you would like to have visitors, please discuss with us beforehand, so we can make arrangements.
7. This is a strictly **NON-SMOKING** facility, and we appreciate your cooperation in helping us keep the space fresh and pleasant for everyone. For the purposes of this policy, "smoking" includes, but is not limited to, the use of cigarettes, cigars, pipes, electronic cigarettes (e-cigarettes), vaping devices, hookahs, hubbly bubbly, heated tobacco products, and any other device or substance that produces smoke, vapour, fumes, or similar emissions.
8. No alcohol or any other substance abuse is permitted.
9. Children must be under parental supervision at all times.
10. We love animals, but sadly we cannot accommodate pets.
11. Right of entry, admission and access reserved:

RIGHT OF ADMISSION, ACCESS AND OCCUPANCY

BerLen House reserves the right to refuse admission, restrict access, terminate occupancy, or require any guest, occupant, or visitor to leave the premises immediately where such person:

- Fails to comply with these Terms & Conditions, House Rules, or any reasonable instruction issued by Management;
- Engages in disruptive, disorderly, offensive, abusive, threatening, illegal, or unsafe behaviour;
- Causes, or is reasonably suspected of causing, damage to the property or its contents;
- Creates a nuisance or disturbance to neighbours, other guests, or the surrounding community;
- Permits unauthorised visitors onto the premises or exceeds the agreed number of occupants;
- Engages in smoking, alcohol abuse, substance abuse, or any prohibited activity on the premises; or
- Presents a risk to the safety, security, comfort, or well-being of guests, visitors, neighbours, staff, or the property.

BerLen House shall exercise this right reasonably, lawfully, and without unfair discrimination in accordance with the Constitution of the Republic of South Africa and all applicable legislation.

Any guest or occupant required to leave the premises as a result of a breach of these Terms & Conditions shall not be entitled to any refund for unused accommodation or related costs.

Liability for Damage and Loss

Guests acknowledge and agree responsibility for the cost of repairing, replacing, or restoring any damage to, loss of, or theft of BerLen House property, fixtures, furnishings, appliances, equipment, keys, remotes, or contents occurring during confirmed Airbnb period of occupancy whether caused by booker, members of my party, or visitors.

I authorise BerLen House to recover the reasonable costs of such repair, replacement, restoration, cleaning, or loss from me and undertake to settle any such amount upon demand.

We thank you for your consideration, respect and adherence, in advance.

BerLen House Management