

CODE OF CONDUCT

- We are based in a residential neighborhood, which means that there may be no loud noise or group gatherings
- Sound systems are strictly prohibited on our premises – as per residential regulations of our area
- No outside visitors are allowed without obtaining prior consent from Reception
- Undeclared overnight guests will be charged for at full rate upon check out
- All our facilities & rooms are only for use by guests that are checked in to our facility, unless prior consent has been obtained from Reception
- Please respect the other guests that are booked in, who are here to enjoy peace & tranquility, and do not make unnecessary noise in rooms or common areas
- Check in is strictly at 2pm & check out is strictly at 10am – a late check out penalty of R200 per hour will apply
- Please do not move any furniture from one area to another, and especially from inside the rooms
- No alcohol may be consumed at Breakfast Service, in our reception, swimming pool, Jacuzzis or parking areas
- Displayed rules in common facility areas are for your own safety & must always be adhered to
- Any damage caused by a guest, or items missing from rooms, will be for the guest's account, to be paid upon check out at Reception, or when discovered by our Housekeeping Department upon room departure
- Lost keys and remotes will be charged at R650 per set to replace
- No photoshoots, group gatherings or events of any sort may be held without prior consent from Reception
 - Permission to use the braai facilities must be obtained from Reception to prevent double booking of this facility
 - Smoking in the rooms is strictly prohibited – If evidence of smoking inside a room is found, you will be bound to a penalty fee of R500, and, or banned from booking with us again in the future
- Our CCTV cameras are in ALL common areas & our pool area. Footage is available to be used as evidence for non-compliance
- Swimming pool rules are posted at the pool & must be strictly adhered to
- Kindly note that we reserve the right of admission, and will exercise that right, if guests do not comply with our policies – no refund will be given
- In the event of non-compliance, Blue Security will be alerted to assist if required