

MONTROSE BNB HOUSE RULES

To ensure a comfortable, safe, and enjoyable stay for all our guests, we kindly ask you to read and adhere to the following house rules.

Arrival & Departure

- **Check-in:** From 2:00 PM to 7:00 PM. Please contact us in advance to arrange for late check-ins. A fee may apply for very late arrivals.
- **Check-out:** By 10:00 AM. This allows us time to thoroughly clean and prepare the room for the next guests. Late check-outs may be available upon request for an additional fee.
- **Key/Access:** Please inform us of your estimated arrival time. We will greet you in person.]

During Your Stay

- **Quiet Hours:** Please observe quiet hours between **11:00 PM and 7:00 AM**. Be mindful of noise levels, including conversations, TVs, and music, to respect other guests and our neighbour's.
- **Occupancy:** Only registered guests are permitted to stay overnight. The maximum occupancy per room is 2 adults. Visitors are allowed in common areas only until 8:00 PM and must be approved by management in advance.
- **Lost Keys:** A fee of **R500** will be charged for any lost keys
- **Common Areas:** Please enjoy the common areas, such as the lounge, garden, pool area, dining area, but leave them tidy for others to enjoy.

Safety & Security

- **No Smoking:** For the safety and comfort of all, this is a **strictly non-smoking property** (including vaping and e-cigarettes). A **R2500 deep-cleaning fee** will be charged for smoking anywhere inside the property. Designated outdoor smoking areas are provided by the pool area.
- **No Pets:** We love animals, but to accommodate guests with allergies, we cannot allow pets. Service animals are always welcome—please notify us in advance.
- **Security:** Please lock your room door and the main entrance door when entering or leaving the property, especially at night.
- **Fire Safety:** Please familiarize yourself with the location of fire extinguishers and emergency exits. **Tampering with smoke detectors will result in a R1500 fee**

and immediate eviction. Open flames, including candles and incense, are prohibited.

Property & Amenities

- **Wi-Fi:** Complimentary Wi-Fi is provided. The network and password are provided upon check-in
- **Parking:** We do not have dedicated parking, Please Park responsibly.
- **Towels & Linens:** Please help us conserve water. Towels and linens will be changed for stays longer than 2 nights]. Please do not use our towels for removing makeup, dyeing hair, or for any messy activities.

Damages & Charges

- **Damages:** Guests are responsible for any damage to the room or property. Please report any accidental damage immediately.
- **Theft:** Removal of any property from the guest house (towels, linens, electronics, décor, etc.) will be treated as theft and may result in police involvement.
- **Cleaning Fee:** A cleaning fee is included in your stay. However, if excessive cleaning is required after your departure-stained carpets, sheets, towels excessive trash, an additional fee will be charged.

Prohibited Items & Activities

- **Illegal activity** of any kind is strictly prohibited and will result in immediate eviction and reporting to the police.
- **Parties or events** are not permitted without prior written consent.
- **Hazardous materials** are not allowed on the property.
- **Cooking in rooms** is not permitted, except using the provided microwave, kettle, or coffee maker.

A Final Kind Request

- Please treat our home with the same respect you would your own.
- If you have any problems or concerns, please let us know immediately so we can resolve them for you.

Swimming Pool Rules

For your safety and enjoyment, please adhere to the following rules:

Safety First:

- **NO LIFEGUARD ON DUTY. SWIM AT YOUR OWN RISK.** This is the most important rule.
- **Children under 12 must be actively always supervised by an adult.** Non-swimmers must wear appropriate flotation devices.
- **No running, pushing, diving, or rough play** on the pool deck or in the water.
- **No glass** of any kind in the pool area. Please use plastic or shatterproof containers only.
- **No electrical appliances** (radios, speakers, chargers) near the pool.
- In case of lightning or thunder, **please exit the pool immediately.**

Hygiene & Comfort:

- Please **shower** before entering the pool to remove oils, lotions, and sand.
- **Proper swimwear is required.** No street clothes or undergarments.
- For the comfort of all guests, please refrain from using the pool if you have a contagious illness or an open wound.

Pool Hours:

- The pool is open from **9:00 AM to 08:00 PM.** Please respect these quiet hours.

Your Responsibility:

- Please dry off before entering the guest house to prevent slippery floors.
- Return all pool furniture to its original position when you are finished.
- Dispose of all trash in the provided bins.

Emergency: In case of an emergency, please call Ambulance Urgent – ER24, public: 10177 or 0829401590 and then alert management immediately at 081 300 4989

Braai (BBQ) Rules

We're happy you're using our braai facility! To ensure it's ready for the next guest, please follow these guidelines.

Usage & Safety:

- The braai area is available from **at any time of the day**.
- **Never leave a lit braai unattended.** An adult must always be present.
- Keep children at a safe distance from the hot braai.
- Ensure the fire is **completely extinguished** before leaving the area. Use water to douse the coals, not sand.

Cleanliness is Key (Self-Service):

- **Guests are responsible for cleaning the braai grill and area after use.**
- We provide a grill brush and basic cleaning supplies. Please use them.
- Please clean any spills on the surrounding counters.
- Wash and return any used braai tools or utensils to their place.

Supplies:

- **What we provide:** Braai grill, tongs upon request.
- **What you need to bring:** Your own food, charcoal for additional braais, matches/lighter, foil all braai essentials.

A Final Note: Please be considerate of other guests regarding smoke and noise while enjoying your braai.

We hope you have a wonderful and memorable stay!

Signature of Guest: _____

By signing below, I acknowledge that I have read, understood, and agree to abide by all the House Rules of this guest house.

Name (Printed): _____

Date: _____

Room Number: _____