

1. Dog-friendly

We are a dog friendly establishment. If your dog causes a nuisance we do reserve the right to ask that you take your dog to a local kennel for the remainder of your stay. If your dog damages anything we do request that you pay us an amount reasonably required to make good or to rectify such damage. If we need to do an extra deep clean after your dog has stayed with us we will bill you for the extra cleaning costs.

2. Payments

To secure your stay a 50% deposit is required. The balance of the booking amount must be paid in full on arrival.

In the case of late or incomplete deposit payment, you are regarded as being in default. Stay in Jbay will reserve the right to cancel the booking with immediate effect. You may be held responsible for a reasonable cancellation penalty (please refer to the Cancellations clause below).

3. Alteration booking

If, after confirmation of your booking, you would like to make amendments to your existing booking, you need to inform Stay in Jbay in writing of such a request. Stay in Jbay is not obliged to grant such requests and extended or amended dates will be subject to availability. Where a request is made for a shorter stay than originally booked, a reasonable cancellation fee will be charged according to our cancellation policy below.

If your booking is moved to a date with a higher rate, you will have to pay the difference. If your booking is moved to a date with a lower rate, there will be no refund or credit.

If you have any further queries with regards to your booking, please contact our reservations team via info@stayinjbay.co.za or call 082 876 4340.

4. Cancellations

Cancellations need to be in writing and should be sent via email to info@stayinjbay.co.za

The guest can cancel free of charge minus handling fees until 60 days before arrival. The guest will be charged 50% of the total price if they cancel in the 60 days before arrival. If the guest doesn't show up, they will be charged the total price of the reservation. The guest will be charged a prepayment of 50% of the total price after reservation.

5. General rules of behaviour

In order to make the stay at one of our establishments as pleasant as possible for all guests, we expect all the guests to stick to the general rules of behaviour and appearance based on common sense and basic etiquette. Breaching these regulations can lead to removal from the establishment without a refund of the rental sum. It is possible that maintenance activities may take place during your stay on the grounds or at the accommodation such activities will not entitle the customer to a refund.

6. Noise and music policies

No music or excessive noise is allowed in any of our establishments unless you have booked the entire property to host a function. Please consider your fellow guests and quiet down completely at 22h00. The enjoyment of nature and tranquility is our first priority. Please notify us if fellow guests are not adhering to our no-noise policy.

7. Indemnity and Liability

Stay in Jbay accepts no liability for any theft, loss, damage, injury, accident or inconvenience to any person and or his/her luggage and/or personal property.

The guests and those who accompany him or her, are jointly and severally responsible for all loss and/or damage that arises during their stays at one of our establishments.

8. Complaints

Despite all the care we take to make your stay at one of our establishments as relaxing and enjoyable as possible, it may occur that you have a complaint. You would need to take up this complaint with Reception immediately, in order to allow us to solve the matter as soon as possible. Should the complaint not be settled to your satisfaction, then you have the option, to email us so the problem can be resolved by the manager

9. Insurance

You are strongly recommended to take out personal travel insurance for all members of your party. It is your responsibility to ensure that the insurance you purchase is adequate and appropriate for your particular needs. Please read your policy details and take them with you on holiday.

10. Payment options accepted

Payment may be made via Visa, MasterCard, Cash or bank transfer into the Stay in Jbay bank account, the details of which will be provided on request.

11. Stay in Jbay contact details

Physical Address: 33 Flame Crescent, Jeffreys Bay, 6330

Email: info@stayinjbay.co.za

Telephone: 042 2932291

Mobile: 082 876 4340