

# General House Rules

We might not be as big a fan of rules as some might be, but they are needed to ensure a pleasant stay for all our guests including you. The following rules will be applied to all guests during their stay at the Nomads Backpackers:

- We reserve the right of admission
- 50% deposit on booking, and final payment at check-in at the backpackers
- No food, drink or smoking in guest rooms, dorm rooms and bathrooms
- Lounge, dining, reading room and kitchen are a communal space. Please keep it clean
- Passports and valuables may be handed in at reception on arrival (to be stored safely in house safe)
- No illegal substances are permitted on the premises
- We do have House pets at Nomads therefore no other animals of any kind are allowed
- A maximum stay for local & RSA residents is a maximum of 14 days in any 60 day period

*We are confident that these rules will not limit your ability to have a pleasant stay at Nomads backpackers but rather ensure your stay is as safe as possible!*

## Full House Rules & Terms and Conditions:

### 2. Accommodation

Accommodation is granted subject to and upon acceptance of all terms and conditions and house rules.

### 3. Compliance

All guests must comply with any notice or warning issued verbally or posted in any area of the hostel. Failure to comply may result in immediate eviction without refund. Serious breaches will be dealt with by police.

### 4. Use of terms

These terms are to be used in conjunction with and not in place of any relevant laws relating to fair trading.

### 5. Guest's & Right of Admission

Management has full discretion to decide who to accommodate. Management reserves the right to refuse entry. Our preferred clientele is international travellers holding a current passport, and international students studying in South Africa. *Presentation of a valid passport is per-requisite to gain accommodation.* Management and staff may decide from time-to-time to accommodate other persons on the basis of lesser identification. However such accommodation is only granted in exceptional circumstances as judged on a case-by-case basis. Should this be granted a maximum stay of 14 days in a 60 day period will be allowed. Management reserves full discretion to veto any decision of any staff member and rescind an offer for accommodation upon any review of any aspect of guest's stay.

## **6. Payment**

Accommodation must be paid strictly in advance. Do not ask for credit as it will be refused. This may lead to embarrassment. Accommodation can only be guaranteed for the number of days already paid in advance. During peak season and other busy times it is essential that you plan for and pay for your booking well in advance. Confirmation of a reservation is not binding unless in writing (e.g. by email). Fully paid guests and new bookings will get preference over an existing guest who has not paid in advance.

## **7. Cost of Accommodation**

Cost of accommodation may vary at the discretion of management. Standard rates posted on the website apply. However staff and management may vary prices at any time without notice or in consequence of special agreements / deals struck with any person. Bookings with large groups, sporting groups, clubs and associations, non-international travellers, non-passport holders, interstate travellers or any other individual may attract a surcharge fee. The accommodation rate may vary from the advertised standard and will be binding from the time of making a booking with staff or management at the time of booking. Sorry, no backdating!

## **8. Discounts**

Discounts may be offered by staff or management for any reason deemed fit at that time of booking. Discounts are strictly confidential and can only be re-negotiated with management directly or with the same staff member who originally made the booking. Guests must not disclose their discount to any other guest. Any person who breaches confidentiality shall forfeit their discount and all breaching parties shall revert to paying the standard rate.

## **9. Refunds / Cancellations**

All reservations made will be cancelled within 48 hours unless a proof of payment for the deposit is received.

All bookings require a deposit of 50% in order to confirm a booking.

Short notice / Contractor bookings (any booking made for 1 to 10 (or more for contractors), guests within 7 days and up to 2 days prior arrival),

- Any booking that is cancelled will incur a 10% Admin fee.
- Any booking that is cancelled 2 days prior arrival and without written reason for cancellation will incur a forfeit of 100% of monies paid. (The deposit paid will be used to cover expenses due to cancellation and loss of earnings.)
- If valid reason has been submitted for cancellation then 50% of any paid amount will be refunded.(i.e. booking = R400.00, Deposit paid = R200.00, Refund = R100.00 for expenses incurred due to cancellation and loss of earnings)

Long notice / Contractor bookings (any booking made for 1 to 10 guests, made years, months or weeks in advance to date of arrival),

- Any booking that is cancelled will incur a 10% Admin fee.
- Any booking that is cancelled 0 - 7 days prior arrival and without written reason for cancellation will incur a forfeit of 100% of deposit paid. (The deposit paid will be used to cover expenses due to cancellation and loss of earnings.)

- If full payment was made for this booking the forfeit will be applied to 50 % of the total paid as above.
- The balance will only be refunded on beds sold for the time of the booking. (a screen shot will be taken on the day of cancellation to show the guest cancellation of stay was done, then a screen shot will be submitted after the departure date to show guest how many nights were sold and those sold nights will then be refunded)
- Any booking that is cancelled 7 - 14 days prior arrival and without written reason for cancellation will incur a forfeit of 80% of deposit paid which includes the admin fee.
  - If full payment was made for this booking the forfeit will be applied to 50 % of the total paid as above.
  - The balance will only be refunded on beds sold for the time of the booking. (a screen shot will be taken on the day of cancellation to show the guest cancellation of stay was done, then a screen shot will be submitted after the departure date to show guest how many nights were sold and those sold nights will then be refunded)
- Any booking that is cancelled 14 - 21 days prior arrival and without written reason for cancellation will incur a forfeit of 50% of deposit paid which includes the admin fee.
  - If full payment was made for this booking the forfeit will be applied to 50 % of the total paid as above.
- Any booking that is cancelled 21+ days prior arrival will incur 10% for admin fee.

Group / Contractor bookings (any booking made for 10+ guests, made years, months or weeks in advance to date of arrival),

- Any booking that is cancelled will incur a 10% Admin fee.
- Any booking that is cancelled 0 - 7 days prior arrival and without written reason for cancellation will incur a forfeit of 100% of deposit paid. (The deposit paid will be used to cover expenses due to cancellation and loss of earnings.)
  - If full payment was made for this booking the forfeit will be applied to 50 % of the total paid as above.
  - The balance will only be refunded on beds sold for the time of the booking. (a screen shot will be taken on the day of cancellation to show the guest cancellation of stay was done, then a screen shot will be submitted after the departure date to show guest how many nights were sold and those sold nights will then be refunded)
- Any booking that is cancelled 7 - 14 days prior arrival and without written reason for cancellation will incur a forfeit of 80% of deposit paid which includes the admin fee.
  - If full payment was made for this booking the forfeit will be applied to 50 % of the total paid as above.
  - The balance will only be refunded on beds sold for the time of the booking. (a screen shot will be taken on the day of cancellation to show the guest cancellation of stay was done, then a screen shot will be submitted after the departure date to show guest how many nights were sold and those sold nights will then be refunded)
- Any booking that is cancelled 14 - 21 days prior arrival and without written reason for cancellation will incur a forfeit of 50% of deposit paid which includes the admin fee.
  - If full payment was made for this booking the forfeit will be applied to 50 % of the total paid as above.
- Any booking that is cancelled 21+ days prior arrival will incur 10% for admin fee.

Checking out and non-arrivals

- After arrival Guests checking out prior to the departure date are charged the full amount of the original booking, no refund.
- Guests that do not arrive will automatically forfeit full amount deposited.

If a valid reason is sent in writing via email then and only then will a refund be discussed.

## **10. Deposits**

All bookings require a 50% deposit in order to confirm the booking requested.

Small Group Bookings and Contractor bookings will be required to pay a 50% deposit prior arrival and the balance to be paid at check-in.

Large groups will pay 50% deposit prior to check-in and the full amount at least 1 week before check-in.

## **11. Smoking Policy**

No smoking is permitted in dorms or rooms or any common areas. Smokers must not block any exit / entrance nor permit their smoke to drift into the building – no flammable liquids or explosive materials permitted anywhere in this building. This includes camp stove gas refills and cigarette lighter fluid. Reckless conduct causing alarm or fire department call shall incur a R5000.00 fee. Intentional damage to fire equipment can lead to civil and criminal prosecution. Smoking areas are available in various areas around the backpackers and are clearly visible where ashtrays may be found.

Burning of cigarettes / candles / incense in the rooms is not permitted. Cooking is not permitted in any area other than common kitchen. Kitchen is available for cooking between 7.00 am and 10.00 pm only and is required to be cleaned afterwards.

## **12. Illegal Drugs & Activities**

Illegal drugs are not permitted on the premises. Possession or usage of drugs can lead to police reporting and arrest which could lead to imprisonment and prosecution and possible deportation.

## **13. Alcohol / Bar**

The bar operates as a cash bar and no credit will be permitted to any guests.

Guests may not bring their own alcohol onto the premises unless permission from management is granted and a cover fee of R30 per person drinking / per day.

Guests must act in a responsible and considerate manner at all times. Disruptive & obnoxious drunken behaviour will result in immediate eviction and police may be called. Please consider your fellow travellers.

We do take the rest of our traveling guests rather seriously and guests found disrupting the peace after 00:00 may be asked to leave without any refund.

## **14. Loss**

Management takes no responsibility whatsoever for any loss suffered by any guest / visitor / invitee. Lockers are provided; use of lockers is at your own risk as they are not completely secure from vandalism or tampering. We urge you not to leave valuables in lockers. The hostel has a safe facility to store valuables in. We will not be responsible for any theft whatsoever.

## **15. Damage**

In the event any invitee on the premises (any guest or their visitor (s)) causes damage to any area, fixture, fitting or furniture in the hostel the cost of repair or replacement will be met by that person and added to your checkout bill.

## **16. No animals or pets**

We have resident Pets on the premises and any other animal of any kind are not allowed anywhere within the hostel at any time.

## **17. Paying guests are permitted in dorms**

Non-paying visitors of guests are not permitted in dorms. Please respect your fellow dorm room mate's privacy.

Non-paying visitors are strictly not allowed to stay later than 00:00.

Visitors of guests found wondering around may be asked to leave from the hostel, or alternatively will be required to pay for a night's accommodation if found anywhere else in the hostel.

## **18. Cleaning**

Linen is changed on departure or every week if your stay is longer than 1 week.

## **19. Check-out by 10.30 am sharp**

Please ensure you are awake, packed and out of your room by 10:30am to avoid loss of your key deposit. Please ensure that you pay at reception before 14:00pm if you'd like to stay for an extra night.

You are welcome to store your luggage at the Backpackers if you need to still go somewhere before you go further on your travels. Please ask reception.

## **20. Early check-out?**

Before 6.00am perhaps? Please make sure all accommodation and bills have been settled the night before departure.

## **21. Check-in**

You can book in and climb in to your bed anywhere from 13:00 if you really need to. Earlier check in will be allowed if the bed is available.

## **22. Reception hours**

We are open 24/7/365, every day, all day. If you are going to be a late arrival then you need to inform us before 6 pm on date of arrival. Should you not have fully prepaid your accommodation and you do not inform us of a late arrival then we reserve the right to give your booking to another guest.

### **23. Kitchen & Cooking**

Guests are required to wash – wipe and put away all dishes immediately after use. Do not leave them on drip trays.

No cooking allowed between 00.00 pm and 7.00 am. (12pm and 7am)

Tea and coffee available 24/7

Food consumption or storage is not permitted in any rooms.

### **24. Dress code**

Not all guests appreciate blatant nakedness. Guests are not permitted to walk around the hostel in any state of undress. Be mindful of other cultures.

### **25. Short term students**

We have a special short term student rate and give a special weekly rate which is paid weekly in advance. Generally this is a lot less than the standard weekly rates therefore no refunds if you decide to check out early. There is no refund on fully paid accommodation.

### **26. Behaviour**

Inappropriate behaviour will not be tolerated in our communal environment which includes threatening or demeaning any person or staff member. Damage to any property, graffiti, theft of any property, physical or sexual harassment, loud and rowdy noise can result in police intervention and eviction.

### **27. Other fees and charges**

Key Deposit for Private Rooms – R 50.00

Fines for not washing and cleaning up in the kitchen – R50.00

### **28. Towels**

We have towels available for use. A towel change will incur a charge of R20.00 deposit and will be refunded on return to reception. Loss of towel incurs R150.00 fee. Any other hired item damaged lost or stolen due to recklessness will attract a larger charge. Please do not use the hand towels in the bathrooms for showering or bathing.

Please do not leave towels and clothing lying around in bathrooms, these will be collected and towels will be sent for washing and clothes will be placed in lost and found.

### **29. Acceptable Internet Usage**

Internet is provided for via Wi-Fi networks, Internet usage is monitored and filtered to ensure a better internet experience for all. Please refrain from sitting on You tube and Streaming Channels all day. Downloads & Software Updates are not allowed. Pornographic content is also not allowed.

\*\*\*\*\*INDEMNITY\*\*\*\*\*

We do not accept any responsibility for any death, injury  
Or illness sustained by any person, or theft, loss or  
Damage to any property occurring within or arising from  
Visiting these premises, howsoever caused, whether  
Allegedly due to our negligence or not.

LOVE + SHARING!!!

MANAGEMENT & NOMADS BACKPACKERS