



HOUSE RULES - THREE OLIVES GUEST HOUSE

(If in doubt - call Karin at 083 263 5827)

Welcome to the Three Olives Guest House. We trust you will enjoy your stay. To help us keep up the high standard at the guest house and to make sure all guests enjoy their stay, please keep to the following house rules:

Right of admission	The Three Olives Guest House reserves the right of admission to its premisses and may, at any time, for any reason, exercise this right by asking guests to leave. If guests refuse to leave, our on-demand security services will assist in removing guests and their belongings. Three Olives Guest House is on private property and is not public space.
Arrival and departure	All guests must complete the guest register and, as per law, allow Three Olives Guest House to make a copy of your ID, drivers license or passport.
	Arrivals between 14h00 and 20h00 on day of arrival, or as pre-arranged at later times.
	Departures before 10h00 on day of departure.
Long stays	During stays longer than 1 week, clean linnen will be provided twice per week, towels that you want to be washed must be left on the bathroom floor.
Breakfast	Breakfast is included in your stay and will be served in the dining room between 07h00 and 08h00 in the week (Monday to Friday) and between 08h00 and 09h00 on weekends (Saturdays and Sundays). If you require a different time for Breakfast, please request so on arrival. The breakfast menu will be on your desk in your room. Please tick off what you would like and at what time. Leave on the table in the corridor and the previous evening before 20h00 and we will collect it .
Books in Corridor	The books and "executive toys" in the corridor are there for the entertainment and interest of all guests. Please return it before departing. If you seriously would like to take it with you, ask us!
Access codes	Do not provide your gate, room and strong box access codes to any other person. It is your responsibility to maintain the secrecy of your codes for your own, and other guests' safety.
Alarm system	Please do not tamper with the motion detectors, window security beams or with the alarm control box in the corridor.
Security cameras	Closed circuit television cameras are positioned in and around the Guest House common areas and recordings are stored.
First aid	A first aid kit is provided in the corridor. You may use the contents thereof when appropriate. Please notify us after using it.
Fire safety	Fire extinguishers are located in the corridor, garden area and in the family room. These may only be used to extinguish fires in an emergency situation.
Smoking	Smoking in the garden area is allowed. Please use the "Smoker's Pole" and/or provided ashtrays.
	Smoking in the rooms and corridor is not allowed.
Kitchenette	No flammable liquids may be used in the kitchenette area of your room
	No metal objects are allowed to be used in the microwave oven
	Please keep the fridge door closed when not in use. The fridges switches off between 10h00 and 07h00 to ensure you of a good night's sleep.
	If you require any additional kitchen utensils please enquire on the availability thereof.
Settlement of bills	All accommodation bills must be settled on arrival unless differently arranged well in advance of your accommodation.
	All other fees (i.e laundry, dinners, braai packs) need to be settled prior to your departure.
Payments	Payment can be made in cash, direct electronic transfers and by credit/debit cards (of the guest) on site.
Number of guests	Rooms 1 to 4 may not accommodate more than 2 persons each and room 5 may not accommodate more than 2 adults and 2 children.
Visitors in rooms	No visitors or friends allowed in rooms.
WiFi usage	WiFi is free to use but it has limited bandwidth. If you have a Netflix subscription, it may be used on the Smart TV. Downloading torrents are not allowed.
Quiet times	No loud music or TV may be played at the guest house. Between 22h00 and 07h00 is quiet time.
Refunds	There will be no refunds for early departures, for breakdowns of equipment, municipal electricity and/or water supply interruptions, poor weather or any other conditions over which the house owner has no control.
	When applicable, refunds will only be done via EFT transfer to the guest's bank account when applicable.

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Valuables	A strong box with coded access is provided in your room's cupboard, for the safety of your valuables. Please use these strong boxes as Three Olives will not accept any responsibility for the loss of your valuables.
Parking areas	Parking behind gates is provided free of charge. Three Olives will not accept any responsibility for any break-ins and/or any damage caused to your vehicle.
Toilets	No cigarette buds, cotton buds, sanitary items or any other material, other than toilet paper, may be flushed down the toilet.
Garden gates	If guests use any garden gates, please ensure that they are closed after leaving the garden area.
Private areas	Guests have no access to rooms, areas and gates marked "PRIVATE" and should take note of the
Common areas	The parking area, fish pond, dining room and garden area are all common property for all guests. Please be considerate of other guests.
Children	Parents are solely responsible for the safety of their children and to have the children be mindful of, and considerate to, other guests at all times.
Braai / Barbeque	The gas braai in the garden is free to be used for braaing purposes. If unfamiliar with a gas braai, please ask us to show you how to operate it.
Parties	Unfortunately no parties are allowed at the guest house as this may be inconsiderate to other guests or house occupants.
Pets	No pets are allowed at the guest house.
Environmental	Please assist the Three Olives Guest House to protect our natural resources by:
	- Switching lights, TV, air-conditioner and other equipment off when not in use.
	- Please keep showering times limited to 5 minutes in order to save water.
	- Do not leave water taps running.
	- Please do not use towels to clean your shoes. If you would like a shoe brush and polish, ask us!
	- In the event of municipal water supply problems , we have reserve water for 14 days. You will be supplied with bottled water for drinking purposes in such an event.
Load shedding	We have a Solar system and backup batteries that automatically supplies electricity in the event of loadshedding. However, during load shedding, the solar geysers and aircons will not be supplied with electricity. Please use hot water sparingly during load shedding.
Your liabilities	You are responsible for any damage or loss caused to our property by your acts or omissions, default, accident or neglect. By booking with us you agree to indemnify us and to pay us on demand an amount reasonably required to make good or to rectify such damage or loss caused by you. Normal wear and tear are excluded.
	Please report any accidents or incidents to the guest house management in connection with any property damage, safety or security issue.
Disclaimer	Guests making use of the Three Olives Guest House and its facilities shall do so at their own risk and the company, its staff, directors and share holders will not accept responsibility for damage, loss, or injury that guests may suffer during their stay.
Prohibited activities and items	Gambling, contraband, prostitution, weapons, explosives, flammable objects, fire-works, poisons, recreational drugs, animals and pungent food are strictly prohibited and not allowed on the premises of Three Olives Guest House.

WiFi access:

Connect through your browser with username: **roomx** (with x being your room number i.e. room3) and password: **1234**

I trust you will have a wonderful stay with us.



Karin

**If you enjoyed your stay, may we ask that you give us a 5-star rating on Google reviews or Tripadvisor.com?
If you did not enjoy your stay, please contact Karin directly (083 263 7832) and tell us where we should improve. Your guidance will be greatly appreciated and taken seriously.**