

TERMS AND CONDITIONS – COSY CABINS

Cancellation Policy:

30 days or more notice of cancellation 75% of deposit refundable

15 - 30 days notice of cancellation 50% of deposit refundable

Less than 15 days notice - no refund.

Please note the following:

- Occupancy of your unit is from 2.00 - 6.00 p.m. on the day of arrival until 10.00 a.m. on the day of departure. If you would like to check in outside these hours please let us know to ensure that the office is open for your arrival.
- Our office is at Mdoni House Guest Lodge in Umtentweni.
- Bed linen is supplied, but please bring your own towels
- You will be requested to furnish us with your bank details on arrival for the refund of your key/breakage deposit.
- No smoking inside the cottage. An ash bucket is provided for your convenience. Please use this outside and empty into the outside dustbin.
- We are not on Municipal Sewage. Please ensure that no foreign items are flushed down the toilet. Sanitary bags are provided.
- No visitors are allowed.
- Out of consideration for our neighbours and our other guests noise must be kept at a respectable level at all times, particularly after 10.30 p.m.
- The cottage must be kept in a clean condition at all times.
- Please clean up after your dogs.
- No fish to be cleaned on our premises.
- For long term guests the refuse removal is on Thursday mornings. May we request that you put your bin bags in the street.
- Should you fill a dustbin bag it can be placed in the large dustbin opposite CC1
- Please be aware that there are steep slopes on either side of our property. Please do not play or go onto these slopes as falling from them may cause harm.

Conditions of Acceptance of Dogs to Cosy Cabins

Your dogs are very welcome at Cosy Cabins, but to ensure a pleasant stay for you, your dogs and our other guests, we must insist that the following rules are adhered to:

1. Ensure that your dogs' vaccinations are up to date.
2. Because of the high rate of cases of Rabies, proof of rabies vaccination and travel permits are required for traveling in KZN.
3. We would not like our units to become infested with flees. We have found that flees are particularly attracted to dogs "foreign" to this area. Please ensure you're your dogs have been dipped and have adequate tick and flea protection.
4. Please provide your dog's own bed, food and bowls.
5. Please clean up after your dogs both outside and inside the unit if necessary.
6. Do not leave your dogs alone in your unit or in the garden as this will cause them too much stress.
7. Please be aware that there will be other guests and our staff members on the property during your stay. Please keep your dogs under control at all times to allow them free access to enjoy their holiday or to proceed with their work.
8. You will be held responsible for any damage caused by your dogs to people or property whilst on our premises.
9. We will not be held responsible for any damage caused to your dogs whilst on our premises, howsoever caused.

****Failure to comply with the above conditions could result in the removal of your dogs to local boarding kennels, where the costs will be for your account.***