**Bluepearl Properties Ltd**



**E D E N H O U S E**

enquiries@edenhousewilderness.com

Location: Wilderness

Star graded by Tourism Grading Council: 5 STARS

Owners ICE:

ICE Chloe Ford-Welman +447709102277

ICE Jonathan Ford +447801032856

**T E R M S & C O N D I T I O N S**

**Booking and Payments**

Accommodation prices apply at the time of the booking.

50% of payment is due immediately to secure the booking.

The second payment is due 30 days before the booking takes place.

Payment options include; PayPal & UK/International Bank Transfer.

We do not accept cheques.

Invoices are sent directly to Bluepearl Properties Ltd.

**Cancellation Policy**

Full refund for cancellations made within 48 hours of booking, if the check-in date is at least 14 days away.

50% refund for cancellations made at least 30 days before check-in.

No refunds for cancellations made within 30 days of check-in.

In the event of a premature departure, the full extent of the stay, as originally booked and confirmed, will be charged.

Check in window: After 3pm

Checkout time: 10am.

**General info**

Contemporary open plan split level family house with decks and outhouse.

Sleeps 10, 3 additional foldaway beds as option, Cot also available

Children welcome.

Pool, Wi-Fi & Full Amenities.

**House Rules**

All doors and windows MUST be locked when leaving the House.

No smoking indoors

No disposal of cigarette butts into the undergrowth. South Africa has a very dry and arid climate, often experiencing drought and bushfires. These can be quickly started by improper disposal of cigarette buts. Please help us avoid fires by using ashtrays only.

No parties or additional guests.

Please Note: Guests are accountable for any damage to the property during their stay and must advise the Deon Jonker, the house manager.

**Liability:**

All guests enter the premises at own risk.

Any damage to the property or its content should be reported immediately upon arrival to owners/management. Failing to do so, guests will be held liable for any damage or the property or content.

All vehicles are parked at own risk.

The owners/management of Eden House are not liable or do not accept any responsibility for any lost, stolen or damage done to any guest’s property.

Personal accounts: Please note, personal accounts are required when logging into the Smart TV channels such as Netflix/Amazon Prime. You are required to log out at the end of your reservation. Eden House is not responsible for any purchases or downloads on accounts following your stay.

DO NOT unplug or reconfigure any Routers in the Lounge cupboard/stairway and rooms as they all serve a function to distribute WIFI around the house. Any guest interference that causes call out fees for correction will be charged to your bill.

The house has a fixed Sonos music system and one portable speaker for outside deck use. This means you can play music from your device using Apple airplay or the Sonos music app - to any room - once logged onto the house Wi-fi. The system is configured to the house Wi-Fi network and no attempt to change Network settings should be made. Any cost incurred in reconfiguration as a result of interference will be added to your bill.

**Safety**

For the safety of all our guests, the following applies:

Wilderness Garden Estate includes 24/7 security.

When arriving at the estate entrance, you will be asked to state your name, the name of the house you are staying, the length of stay and your vehicle number plate.

\*Please be patient with the security team as they have to be thorough in order to ensure the safety of all estate residents.

The garage door at the entrance should be closed and locked at all times.

Unauthorized persons/visitors are not allowed on the premises.

Please ensure you lock all doors (front door, sliding bedroom doors, external suite door and windows, upstairs doors and sliding windows) of Eden House whenever you leave the premises. Doors should be kept locked and kept shut once you are inside.

Our guest’s safety is our top priority, and should you not comply with these rules, guests will be expected any outstanding amounts and leave the premises immediately.

**Living amongst Nature – local wildlife interaction.**

Please Note:

Although Eden House is listed as 5-star luxury accommodation, it is located in Wilderness with nature on its doorstep. To avoid unexpected interactions with birdlife, small animals and creepy crawlies, please keep doors and windows closed at your own discretion and to keep shoes protected if left outside or near open doors and if so, we do recommend you inspect shoes before putting them on.

Eden House cannot be held responsible for any wildlife interactions you may face during your stay.

**Insurance**

We strongly recommend that all clients be insured against possible cancellation, medical expenses, personal accidents, loss or theft of personal belongings etc.

**Facilities**

Security alarm and sensors.

Under floor heating.

Ceiling fans.

Children’s equipment – Body boards and one beach umbrella found in Garage.

Extra linen and indoor towels can be found in the cupboard of Master Bedroom 1.

Maid or Housekeeper is included in rate from Monday to Friday.

Laundry – Housekeeper will do laundry during weekday working hours.

Available on request for weekends and public holidays at an additional cost.

Hours: 08H30 – 13.00

Please provide staff with meals when they are on duty.

Duties: Washing and cleaning only.

Linen change occurs once a week.

Other services available on request at an additional cost (to be arranged in advance with Deon Jonker.