GUEST ACCOMMODATION BOOKING TERMS

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BILL TO

The Masked Rentals Pty Ltd

Version 1.0

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What you agree to when you book a short stay with us.

These terms apply to every short-stay booking of a guest accommodation from The Masked Rentals Pty Ltd ("we", "us"). By confirming a booking you accept them on behalf of everyone in your party.

1. Making a booking

A booking is a request until we confirm it in writing and the required payment reflects in our account. Rates are quoted in South African Rand and are for the place, the dates and the number of people stated on your confirmation.

2. Payment

Unless your confirmation says otherwise, a deposit secures your dates and the balance is due before arrival on the date shown on your confirmation. If the balance is not paid by that date we may treat the booking as cancelled and re-let the place. Card payments are processed by a secure payment gateway; we never see or store your card details.

3. Who may stay

Only the people named on the booking may occupy the place. The number of guests may not exceed the number booked, and may never exceed the maximum stated for that place. Bringing extra people without our written agreement is a breach of these terms and we may ask the extra people, or the whole party, to leave without a refund.

4. Arrival and departure

Check-in and check-out times are shown on your confirmation. Please tell us in advance if you will arrive outside those hours so we can arrange access. Late departure without agreement may be charged at the nightly rate.

5. Looking after the place

Please treat the place as you would your own home. You are responsible for the place, its contents and the behaviour of your party for the whole of your stay. Please see our Damage, Breakage and Security Deposit Policy.

6. House rules

No parties, functions or events. Smoking and vaping are outdoors only. Please respect quiet hours between 22:00 and 07:00 — our neighbours live there all year. Any place-specific rules are on your confirmation and in the place.

7. Access by us

We may need to enter the place during your stay for maintenance, an emergency, or if we reasonably believe these terms are being broken. Except in an emergency we will give you reasonable notice and choose a sensible time.

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8. If something goes wrong

Tell us straight away. Most problems can be fixed the same day if we know about them. A complaint raised only after you have left gives us no chance to put it right and limits what we can do.

9. Things outside our control

We are not responsible for interruptions beyond our reasonable control, such as loadshedding, municipal water outages, severe weather, or road closures. Where an interruption makes the place genuinely uninhabitable for a material part of your stay, we will offer alternative accommodation where we can, or a fair pro-rata refund for the affected nights.

10. If we have to cancel

We will only cancel a confirmed booking in exceptional circumstances — such as damage that makes the place unsafe. If we do, we will offer you a comparable alternative where possible, and otherwise refund everything you have paid in full. Our liability in that situation is limited to the money you have paid us.

11. Your belongings

Please look after your own possessions and your vehicle. Except where the law says otherwise, we are not liable for loss or damage to your property during your stay. Items left behind will be kept for 30 days; we can courier them at your cost.

12. Governing law

These terms are governed by South African law. Nothing in them limits any right you have under the Consumer Protection Act 68 of 2008 that cannot lawfully be limited.

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