, BREAKAGE & SECURITY DEPOSIT POLICY

Western Cape, South Africa
+27 (021) 773 0867 · accounts@tm-rentals.com
https://tm-rentals.com
Reg 2021/794867/07 · B-BBEE Level 4

BILL TO

The Masked Rentals Pty Ltd

Version 1.0

Updated 19 August 2026

What happens if something gets broken, and how we handle it fairly.

Accidents happen and we are reasonable about them. This policy explains where the line sits between normal wear and something we need to recover.

1. You are responsible for the place

From check-in to check-out you are responsible for the place, its contents, and the behaviour of everyone in your party and any visitor you allow in.

2. Fair wear and tear

We do not charge for normal use — a worn mat, a mark on a wall from ordinary living, an appliance that simply fails. We do charge for damage caused by accident, misuse or neglect.

3. Tell us

If something is broken or damaged, tell us before you leave. A breakage reported honestly is almost always handled at cost and with goodwill. A breakage we discover after you have gone, with no explanation, is treated as damage and charged in full.

4. Security deposit

For longer stays, larger groups, or higher-value places we may ask for a refundable security deposit before arrival. It is held separately and refunded within seven working days of departure, less anything properly deducted. Where a deposit is held, its amount and terms are stated on your confirmation.

5. What we may charge for

• Repair or like-for-like replacement of damaged or missing items, at cost.

• Extra cleaning beyond a normal turnover, including smoking indoors, stains, or a pet-related mess.

• Lost keys, remotes or access tags, including re-keying where security requires it.

• Call-out and repair costs where damage makes the place unusable for the next guest.

• Lost income where damage forces us to cancel a following booking.

6. How we charge

Copyright © 2026 — All content is owned by The Masked Rentals Pty Ltd — All Rights Reserved.
Designed by The Masked House Pty Ltd

We will send you photographs, an explanation and the actual invoice or quote before charging anything. We deduct from a security deposit where one is held, and otherwise invoice you. We do not charge an arbitrary or punitive amount — only what it actually costs us to put right.

7. Disputes

If you disagree, tell us within seven days of our notice and we will look at it again with you. Please see our Complaints and Disputes policy.

8. Insurance

Our insurance covers the building and our own contents. It does not cover your possessions or your liability for damage you cause. Household or travel insurance often does — worth checking before you travel.

The Masked Rentals Pty Ltd · accounts@tm-rentals.com · +27 (021) 773 0867

© 2026 The Masked Rentals Pty Ltd. All rights reserved. Designed by The Masked House Pty Ltd (themasked.co.za)

Copyright © 2026 — All content is owned by The Masked Rentals Pty Ltd — All Rights Reserved.
Designed by The Masked House Pty Ltd