



HOUSE RULES

Check-in & Check-out

Please note that check-in / check-out times have to be strictly adhered to due to the unique nature of the property, it does not have a reception area. It is still very much like a family home.

Guest check-in time A between 2pm and 6pm. If rooms are requested prior to check-in time, early arrivals will be accommodated as rooms become available. After hours check in should be arranged with the Property Managers in advance.

Check-out time is strictly at 10:00, late check-out will be charged at an additional night stay.

Payment

The Lookout Guesthouse's currency is in South-African Rand.

The following forms of payments are accepted: Cash / EFT/ Credit Card (Visa, MasterCard)

Payment for any other services shall be payable by you on departure from the guesthouse.

Cancellations

0% cancellation fee for any reservation cancelled more than 14 days prior to arrival.

50 % cancellation fee for any reservation cancelled 8 – 14 days prior to arrival.

100% cancellation fee for any reservation cancelled 0 – 7 days prior to arrival.

In the event of a no-show, a full cancellation fee will be charged.

Children & Pets

Children are welcome. Please note however that we do not have baby beds/cots/high chairs. You may bring your own camping cots/baby bed alternative. Children should be supervised at all times by Parents.

No pets allowed. We do have our resident dog (Joey) and cat (Bella) on the property. Should you have concerns about the animals on the property please contact the Property Managers. Please feel free to pet Joey & Bella, but please do not feed them. They are already very spoilt! Any aggressive acts or harm against our pets will not be tolerated.



Parking

There is secure parking within the premises. We have 3 covered parking spaces and 2 uncovered parking spaces. Parking will be assigned upon arrival and be based on availability. Please note only 1 vehicle per room will be permitted.

Visitors

We take the safety of our guests very seriously, therefore the property access is for paying guests only. No visitors will be allowed.

Safety & Security

Although Mossel Bay is still very safe, please lock all doors as you leave, the sliding doors are fitted with a bolt lock for extra security. In addition, on the back of your room door we have provided a fire escape map, emergency numbers and an emergency button. The Emergency button can be removed from its holder, however please do not remove the Emergency button from your room and it is only to be used in emergencies. Lost or stolen Emergency buttons will be charged at R500 per remote to the guest.

Keys & Gate Access

When entering from the main gate please press the dial button, upon exiting please request staff to open the main gate. You will be given the pass code for the pedestrian gate upon check-in.

Please return your room keys and remotes to the property managers upon your departure. Lost and/or damaged keys and/or remote controls will be charged at a rate of R1000.

Noise & Operating Hours

Please consider fellow guests and neighbours and keep the noise levels down. Quiet hours are strictly between 10pm – 8am.

Business Hours 07:30 - 17:30

Pool Table, Splash Pool & LAPA 10:00 – 22:00

For assistance outside of these hours, please contact the property manager.



Smoking

The Lookout is a strictly non-smoking zone. Please smoke outside and make use of the ashtrays provided. Please no cigarette buds in plants/ pots etc. If caught smoking in the building and/or in any rooms, a R1000 fee will be charged and you will be asked to leave the property without any refund on your stay.

General Areas

The Kitchen and Laundry room is for staff use only. Please do not take any items from the kitchen or attempt to use any of the appliances/equipment. Should you have a requirement to use the kitchen, please ask the Property Manager. We do not allow own washing in for instance (bathroom) wash basins and hanging of washing around in the garden and over the balcony railing. Please enquire with the Property Manager for hanging pool towels and swimwear for drying. We do not offer a Laundry service to our guests, however you can find the contact details of a Laundry Service in your in-room guide book.

Liability

The Lookout is not responsible for any damage, loss or stolen personal belongings. Each suite is equipped with a safe. Please ask the Property Manager for your unique safe code.

Ironing Facilities

We do not provide an iron within your suite, but do have irons & ironing boards available upon request. Please request with the Property Manager. Ironing on beds and furniture is not allowed.

Water Restrictions & Loadshedding

At the moment we have water restrictions in South Africa and Loadshedding (power breaks) We therefor ask all our guests to take this into consideration and don't let taps run unnecessary and take too many & long showers. Use electricity conservatively and only when required. We do have an on-site back-up generator that would power the essentials in case of Loadshedding.

In an effort to conserve resources we do not offer clean towels on a daily basis, but rather on guest request. When you would like your towels to be replaced, please put them on the shower floor. We do not offer clean linen on a daily basis, but rather on guest request. When you would like your linen to be replaced please leave the provided card on your bed.

Any weapons and/or illegal substances are strictly prohibited on the premises.