



+27 (0)84 627 5564

superhosts@aircnc.co.za

www.aircnc.co.za

Terms and Conditions

Effective Date: 1 October 2024

1. Introduction

Welcome to Cape Town! We are delighted to host you at our properties, managed by AirCnC Property Management. By booking and staying at any one of our properties, you agree to comply with the following Terms and Conditions. These terms are governed by the laws of South Africa.

2. Booking and Payment Policy

2.1 Rates and Availability

- **Rates:** AirCnC Property Management reserves the right to change rates without prior notice. Rates are subject to availability and are only confirmed upon receipt of the required payments.

2.2 Deposit

- **Booking Confirmation:** A booking is only secured once the deposit and refundable breakage deposit / waiver has been paid in full.
- **Truvi:** We use Truvi (formally Superhog) to verify all guests prior to their check in. It is our right and obligation to know who is checking into our properties in order to safe guard these properties. This is a mandatory process. Guests who do not want to comply are welcome to cancel (within 24 hours for free cancellation) and book elsewhere.
- **Balance Payment:** The remaining balance is due 7 days prior to arrival.

2.3 Check-In and Stay Information

- **Check-In Details:** Check-in instructions and any further information regarding your stay will only be shared once all payments, pre-check-in information, guest verification, and acceptance of these Terms and Conditions have been received.



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3. Cancellation Policy

- All Cancellations: Must be submitted in writing via email to superhosts@aircnc.co.za.

3.1 Cancellation Fees

- More than 30 days before arrival will incur a 10% administration fee and the balance will be refunded
- 15-30 days before arrival: 50%
- 7-14 days before arrival: 75% of total stay.
- Less than 7 days before arrival, No-show or Early Departure: 100% of total stay.

Note: Exceptional circumstances will be considered on a case-by-case basis.

4. Check-In and Check-Out

4.1 Check-In

- Self Check-In: From 15:00 onwards.
- Assisted Check-In: Available between 15:00 and 18:00.
- Early Check-In: May be arranged at an additional cost if requested in advance. Otherwise, availability will be confirmed 24 hours prior to arrival.

4.2 Check-Out

- Standard Check-Out: By 10:00.
- Late Check-Out: May be secured at an additional cost. If not pre-booked, availability will be confirmed 24 hours prior to departure.

5. House Rules

5.1 General Conduct

- Care of Property: Guests are expected to treat the property with respect and care.
- Occupancy Limit: The maximum number of guests is limited to the number agreed upon in the reservation.
- No Parties or Events: Unauthorized parties or events are strictly prohibited.
- Noise Policy:
 - Quiet Hours: Please respect quiet hours between 22:00 and 08:00.
 - Noise Complaints: First complaint will result in a warning; a second complaint may result in immediate eviction without refund.
- Furniture: Do not move furniture around or remove items from the property.



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5.2 Smoking Policy

- Non-Smoking Indoors: Smoking is prohibited inside the property.
- Designated Areas: Smoking is allowed only in designated outdoor areas using provided ashtrays.
- Violation: A fine of R500 will be deducted from the breakage deposit for indoor smoking.

5.3 Pets

- No Pets Allowed: Pets are not permitted on the premises except for on properties where pets are allowed.
- Violation: A fine of R500 will be deducted from the breakage deposit for unauthorised pets.

5.4 Security

- Lock Up: Ensure all doors and windows are secured when leaving the property.
- Alarm System: Activate the alarm system as instructed. Should the alarm not be activated whilst you are away from the property and a break in occurs, AirCnC will not be held responsible for any theft or damage to personal belongings and property. You will be held liable to replace anything that was damaged or stolen that belonged to the property. The alarm company has a log of when the alarm is and is not activated.

5.5 Waste Management

- Refuse Disposal: Dispose of waste in designated bins and areas.
- Refuse Collection: Refer to the information booklet for collection schedules.
- Violation: A fine of R250 will be deducted for improper waste disposal.

6. Liability and Indemnity

6.1 Personal Responsibility

- Risk Acknowledgment: Guests acknowledge that they are aware of any risks associated with staying at the property and participating in any activities.
- Fitness and Health: Guests warrant that they are in good physical and mental health to undertake any activities during their stay.

6.2 Indemnity

- Guest Liability: Guests agree to indemnify and hold harmless AirCnC Property Management, its employees, agents, and service providers from any claims, damages, or liabilities arising from their stay, except in cases of gross negligence by AirCnC Property Management.
- Belongings: AirCnC Property Management is not responsible for loss or damage to guests' personal belongings.



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6.3 Right of Entry

- Property Access: AirCnC Property Management reserves the right to access the property at any reasonable time for necessary maintenance, unruly guest behaviour or in case of emergencies.

7. Payments to Third Parties

- Additional Services: Payments for additional services or activities booked through AirCnC Property Management must be settled as agreed and dates available are subject to availability.

8. Accepted Payment Methods

- Electronic Funds Transfer (EFT)
- Visa Card Payments
- Currency: All payments must be made in South African Rand (ZAR).

9. Governing Law

These Terms and Conditions are governed by the laws of the Republic of South Africa. Guests agree to submit to the jurisdiction of South African courts.

10. Acceptance

By proceeding with a booking and staying at a property managed by AirCnC Property Management, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.