



+27 (0)84 627 5564
superhosts@aircnc.co.za
www.aircnc.co.za

Terms and Conditions

Effective Date: 1 August 2025

1. Introduction

Welcome to the South Peninsula of Cape Town! We are delighted to host you! 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

- 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 deposits.

2.2 Confirmation and balance payments

- Booking Confirmation:** A booking is only secured once the deposit, ID verification and signed terms & conditions have been received. If these are not received within 24 hours, your bookings will be cancelled and your deposit refunded.
- Balance Payment:** The remaining balance is due 7 days prior to arrival.

2.3 Check-In and Stay Information

- 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.

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.



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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

- Guests are expected to treat the property with respect and care.
- The maximum number of guests is limited to the number agreed upon in the reservation.
- No Parties or Events: Un-authorised 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.

5.2 Smoking Policy

- Smoking is prohibited inside the property.
- Smoking is allowed only in designated **outdoor** areas using provided ashtrays. Please do not throw your buds into our gardens, pot plants or bbq/braai facilities.
- Violation: A fine of R500 will be deducted from the breakage deposit for indoor smoking.

5.3 Pets

- 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.



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5.4 Security

- 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.
- If your inside bin is full, please tie a knot into the bag and leave in the larger black wheelie bins outside. If you are not disposing of your refuse properly causing critters and odours in the property, a fine of R250 will be imposed.

5.6 Guest Damages

- In the event of negligent or malicious damage to amenities / property, the guest will be held liable and an invoice for replacement / repair of damaged amenities / property will be sent to the guest for immediate payment. Refusal to settle the invoice will result in legal proceedings, the costs thereof to be settled by the guest.

6. Liability and Indemnity

6.1 Personal Responsibility

- Guests acknowledge that they are aware of any risks associated with staying at the property and participating in any activities.
- Please check the property descriptions for stairs and other obstacles that you might find difficult to navigate. We will not take responsibility or refund your stay if you arrive at the property and find there are stairs. We do disclose all this information in our descriptions.

6.2 Indemnity

- 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.
- AirCnC Property Management is not responsible for loss or damage to guests' personal belongings.



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6.3 Right of Entry

- 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.
- AirCnC has the right to cancel your reservation without a refund with immediate effect in the case of (but not limited to) unruly guest behaviour, illegal activities, unauthorised events etc.
- AirCnC will only grant guests access to the property should the guests full payment, ID verification and signed terms and conditions be received.

7. Payments to Third Parties

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

8. Third party bookings

- Third party bookings are accepted however the person making the booking will be held responsible for any and all damages to the property, missing or soiled linen/towels, broken amenities etc. The booker is also required to send through the ID of every person in the party that will be staying at the property. (only applicable if the person making the booking is NOT staying at the booked property)

9. Accepted Payment Methods

- Electronic Funds Transfer (EFT)
- Visa Card Payments (through our payment processor, YOCO. A link will be sent)
- All payments must be made in South African Rand (ZAR).
- Any currency exchange rate differences or bank fees are the responsibility of the guest.

10. 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.

11. Acceptance

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

Name:

Sign:

Date: