



Sea Wind

SELF CATERING COTTAGES

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1 Aroganiet Street, Hage Heights, Swakopmund

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Thank you for choosing to book with Sea Wind Self Catering Cottages. We look forward to hosting you. When you make a booking with us you are entering an agreement with us. Please read our booking terms and conditions below.

Deposit

A 50% deposit is required at the time of booking. If you book 7 days or less before your arrival you will be required to pay the full amount due for the whole of your stay.

Confirmation of Booking

Your booking with Sea Wind Cottages will be completed when we acknowledge receipt of your booking request and deposit. Prior to that the booking will only be provisional.

Cancellation Policy

The guest can cancel free of charge until 30 days before arrival. The guest will be charged 50% of the total price if they cancel in the 30 days before arrival. If the guest doesn't show up they will be charged the total price.

The guest will be charged a prepayment of 50% of the total price after reservation.

Grace Period

No fees charged for bookings cancelled within 24 hours of booking

Non-availability

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or acceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

Children & extra beds

All children are welcome. One child under 12 years stays free of charge when using existing beds. There is no capacity for extra beds in the room.

Internet

WiFi is available in all areas and is free of charge.

Parking

Free private parking is possible on site (reservation is not needed).

Pets

Pets are not allowed.

Arrival and Departure

Guests will be able to check in between 2.00pm and 7.00pm. Please call or email in advance to arrange your arrival time if not already arranged. Early or late check-ins are by prior agreement only.

Guests need to leave by 10am on the day of departure. If you fail to do so, we reserve the right to charge for an additional night's stay.

Damage and Breakage

Please take care with our accommodation facilities. You are responsible and liable for any breakages or damages that is caused while you occupy the cottage including accidents that may occur. If any damage is caused you are responsible up to the full cost of replacement or repair. This also applies to anything that goes missing from your cottage during your stay. Keys lost will incur N\$300 charge for a replacement. The cost of the damages will be deducted from your credit card or you will be invoiced and given 48 hours to reimburse Sea Wind Cottages.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions whilst on our premises.

Smoking

We are a No Smoking Establishment. A N\$500 fine will be levied if we find that guests have been smoking in the room, and then we reserve the rights to ask you to leave immediately. You will remain liable for the whole of the cost of your stay. You will be notified in writing as soon as is reasonably practicable if evidence of smoking is discovered after you depart.