OTHER TERMS & CONDITIONS

- **Check-in is from 2pm – 9pm**; Check-out 10am. Check-ins after 9pm strictly by prior arrangement only.

- **Music/parties:** we are **NOT** a party venue and in consideration of other guests who come to La Roca for rest and relaxation, loud music and other excessive noise is not allowed.

- **Children**: whilst children are welcomed, parents are expected to ensure they do not cause other guests' discomfort in terms of noise levels, or do not damage property unnecessarily. We only accommodate children in our Family Rooms. If guests have not booked for their children and the room booked cannot accommodate children, management reserves the right to either move them to a child friendly room at an additional cost (if available), or assist guests in finding alternative accommodation, but guests will still be liable to pay for the reserved room as per our cancellation policy.

- **Pool**: La Roca has a large swimming pool deck area and large garden surrounds. The pool is un-fenced and no life saving facilities or staff are provided. Children at the pool deck area must be accompanied by a responsible person at all times. Guests, their children and their visitors use these facilities entirely at their own risk and therefore indemnify La Roca and the owners in full and shall have no claim of whatsoever nature against them, including any claim from injury, death, or loss of property which could arise from using these facilities.

- **Room allocations**: We reserve the right to change room allocations based on guest requirements, length of stay and occupancy considerations.

- **Smoking**: In consideration of other guest's health and comfort and for safety purposes it is a legal requirement that smoking is not permitted in any of the guest rooms. However, all rooms have patios/balconies where smoking is allowed.

- **Security**: Whilst great care has been taken to ensure the security of the property and safety of guests possessions, we do not accept any liability for loss of or damage to guests/visitors property through negligence of the guests/visitors – for example leaving valuables in vehicles; and leaving windows or doors open or unlocked. Guests are expected to have made adequate travel arrangements including insurance for their valuables & vehicles.

- **Lost property**: Items left behind by guests that are found will be kept in safe storage for 1-month, after which they will be disposed of. Guests are responsible for organising and paying for couriers to return their personal belongings.

- **Damages** beyond 'wear and tear', due to guests or their children/visitors negligence; and loss or theft of items will be for the guests/ guest's company account and will be charged at the discretion of management. It is the responsibility of the guest to ensure that they hand in their key set. Failure to do so will result in a R500 charge to replace the set.

- **Admission**: La Roca reserves the right to control the admission of people on to the property; if they do not have permission to be on the property or if their behaviour is unacceptable, offensive, unduly disruptive or poses a security risk. Firearms or other weapons are strictly prohibited. La Roca accepts no liability for any loss or damage that may result from the legal and reasonable exercising of such rights.