

**The Residence Swakopmund strives to provide our guests with an exceptionally clean, comfortable, and convenient stay. These Policies and House Rules are considered part of our reservation agreement with you. As our guest, and as upon your check-in, you are agreeing to abide by ALL our Policies and House Rules, terms and conditions, and procedures, and we reserve the right to refuse service, or to make a charge to the guest's card if any fees are assessed for damages or not complying with our Policies and House Rules. The Management of The Residence Swakopmund would greatly appreciate your co-operation in abiding the following, as we value each of our guests' safety and enjoyment.**

**The Policies and House Rules may change from time to time.**

#### **GUEST POLICIES**

**CHECK-IN REQUIREMENTS:** In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their Passport or Identification Card at check-in.

**CHECK-IN TIME: 2:00PM.** It is important for Guests to inform The Residence if arrival will be after 17:00 PM. If no prior arrangements have been made for late arrivals, guests might find themselves, unable to check in.

**CHECK-OUT PROCEDURE:** Check-out time is 10:00AM. Please check-out via Front Desk so that housekeeping can start cleaning rooms as soon as possible.

Extension to check out time will be granted depending on the availability of the room. If the room is available, the normal day tariff will be applicable. (Day tariff available at Front Desk.) Check-out past 04:00 PM will be subject to a full-day's rate. Late check-outs need to be pre-arranged before 10:00 AM. On failure of the guest to vacate the room on expiry or period the management shall have the right to remove the guest and his/her belongings from the room occupied by the Guest.

**EARLY CHECK-IN / PRE-REGISTRATION:** Early check-in is offered based on availability. Please contact Front Desk directly to arrange for early check-in at +264 64 407105 or by e mail to [theresidenceswakop@gmail.com](mailto:theresidenceswakop@gmail.com).

**GUEST REGISTRATION:** We require valid contact information from the guest making the reservations including first and last name, address, phone number, email, and signature. The names of all guests occupying the room must be registered as well. No guest is allowed to give up his or her room to be used by third parties, even if the room has been duly paid for.

**PAYMENT:** Full payment is required upon arrival. We accept Visa and Master Card or cash.

Extended stays must be booked and paid before the extension is allowed. Pursuant to credit card agreements; credit cards are not valid unless signed by the cardholder. Credit cards must be signed. Cheques and foreign currency are not accepted.

**TAX & LEVIES:** All our rates include VAT and Tourism levy.

**CHILDREN:** As the parents, guardians, or chaperones of children, you are personally and legally responsible for, and must always supervise them. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the property unsupervised.

**PETS:** This establishment is Pet friendly. Separate arrangements for pet stays. See pet friendly policy

**RIGHT TO REFUSE SERVICE:** The Residence Swakopmund is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate the Namibian law. The Residence Swakopmund has a zero-tolerance policy in which we will refuse to admit or refuse service or accommodation in our establishment or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by Law and the owners for the operation and management of the establishment. The Residence Swakopmund will refuse service or evict a guest: for refusal or failure to pay for accommodations; is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times; seeks to use the establishment for an unlawful purpose; seeks to bring into the establishment: an unlawfully possessed firearm; or

something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room; refuses to abide by the reasonable standards or policies established by The Residence Swakopmund for the operation and management of our hotel.

#### **ROOM POLICIES**

**DO-NOT DISTURB & ACCESS TO ROOMS:** Housekeeping Staff will honour the "Do Not Disturb" door hanger only once during a twenty-four-hour period indicating that the room is occupied. The Housekeeping Staff is required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room. Management reserves the right to enter a room with a known status of "Do Not Disturb" for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policies / House Rules. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy / House Rule is broken. Law enforcement will be granted immediate access to hotel property and rooms of evicted guests.

**HOUSEKEEPING / ROOM INSPECTION:** Housekeeping is provided normally between 9:00AM to 11:00AM. Rooms are cleaned and inspected regularly, and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odour. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, fees will be assessed, and you may be evicted without any refund.

**QUIET HOURS:** 10:00PM to 8:00AM. All devices, voices, must always be kept at a respectful low level. Doors should be opened and closed quietly. No congregating or running in halls. Movement in and out of the premises late at night and in the parking area must be kept quiet. If you become aware of a disruptive guest, please contact Front Desk staff immediately.

**CANDLE, INCENSE, ESSENTIAL OILS:** Candle, incense, essential oils (diffusing, vaporizing, etc.) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

**COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS:** The safety of our guests, staff, and this facility is extremely important to us. Preparation of food in guest rooms by any type of cooking appliances is prohibited.

**LINEN CHANGING:** Your comfort is important to us. For guests staying multiples nights, bed linen is changed every few days, providing all personal items are removed from the bed and our housekeepers can access the walkways around the bed. Housekeeping will be happy to change your bed linens sooner if so arranged. Please ask the Front Desk for service. We hope our guests will assist us in decreasing our environmental impact and water use by reusing towels as much as possible. Please contact our Front Desk staff if you have any additional questions or concerns.

**MAXIMUM OCCUPANCY:** Room occupancy are restricted to the applicable room rate. If you exceed the maximum number of guests allowed, you will be asked to rent another guestroom for proper accommodations or vacate the establishment. Room rates are listed for single, double, triple or family occupancy. Rates are based on Twin (2 occupancies), Double (2 occupancies), Single (1 occupant), Triple (3 occupancies), Family (4 occupancies) and are subject to availability.

**NON-SMOKING:** For safety and to assure that our facility is not exposed to items or actions that create an odour which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture, we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our rooms.

**NO PARTIES:** The Residence Swakopmund enforces a No In-Room Party Policy to ensure we can always protect the establishment and our guests. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on the premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the establishment without refund.

**ROOM KEYS:** Room keys are issued to the registered guest(s). Please return all room keycards to Front Desk upon check-out. Failure to do so will result in additional fees.

**VISITORS:** No unauthorized visitors allowed on the premises.

### **RESERVATIONS**

**CANCELLATION:** The Residence Swakopmund is not responsible for weather conditions, personal emergencies, or schedule changes. Once bookings are made and/or guest(s) are checked-in, bookings are non-refundable. See our cancellation policy.

**GUARANTEED RESERVATIONS:** All reservations must be guaranteed with a valid major credit card. We accept Visa and Master Card. We do not charge your credit card at the time you make your reservations. Your credit card guarantees your reservations.

**NO SHOW CHARGES:** Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card.

**RATES:** All rates are quoted in Namibian dollar. Rates may increase without notice. Rates as advertised on The Residence Swakopmund website, or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion. Rates are based on Twin (2 occupants), Double (2 occupants), Single (1 occupant) and Triple (3 occupants), Family (4 occupants) and are subject to availability.

### **DAMAGE POLICIES**

**DAMAGE AND / OR THEFT OF HOTEL PROPERTY/ROOMS:** You are liable for any damage howsoever caused (whether by deliberate, negligent, or reckless act) to the property and room(s), The Residence Swakopmund premises or property caused by you or any person in your party, whether or not staying at the establishment during your stay. The Residence Swakopmund reserves the right to retain your credit card and/or debit card details, and charge or debit the credit/debit card such amounts as it shall, at its sole discretion, deem necessary to compensate or make good the cost or expenses incurred or suffered by The Residence Swakopmund because of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right, and you hereby authorize us, to charge your credit or debit card for any damage incurred to your room or the property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

**DAMAGE DISCOVERED AFTER CHECK-OUT TO ROOMS, MATTRESSES, AND BEDDING:** Guest Rooms found with waste scattered around, in complete disorder, and/or "trashed" will be subject to a maintenance deep cleaning fee, administration fee and/or third-party fees.

Un washable stains, from the use of body oils, make-up, shoe-polish, etc., rips or tears on linens or towels will be charged to full and new replacement value plus any shipping and handling charges, for the special cleaning, repair, or replacement of the damaged articles.

**DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS / FIRE-FIGHTING EQUIPMENT:** The Residence Swakopmund reserves the right to act against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guests' actions, law enforcement may become involved at the hotel's discretion. Should the fact that firefighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

### **ON-SITE**

**FREE Wi-Fi ACCESS:** Access to our Wi-Fi is free for our registered guests. The hotel Wi-Fi access code is subject to change without notice. Wi-Fi signals are subject to change without notice depending on the room's location, the status of our Wi-Fi-equipment, and interference from other local wireless signals. The Residence Swakopmund assumes no liability for guest use.

**PARKING AT OWN RISK:** All vehicles are parked at the risk of the owner. The Residence Swakopmund shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked near the property.

**TERMS & CONDITIONS:** The Residence Swakopmund makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. The Residence Swakopmund does not accept liability for any errors and/or omissions and reserves the right to change the information published at any time and without notice.

### **Photographs and Video's**

Using photographs and video's taken in the hotel for commercial or public purposes is illegal. Permission is needed from the owners to do so.

### **LOST & FOUND**

**LOST & FOUND POLICY:** The Residence Swakopmund assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately **+264 64 407105** or email [theresidenceswakop@gmail.com](mailto:theresidenceswakop@gmail.com) and we will try to assist you in locating your lost item.

**FOUND ITEMS:** The Residence Swakopmund is not responsible for any item left behind by a guest. However, any item, except for perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to thirty (30) days. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries will be discarded.

**UNCLAIMED ITEMS / NO CONTACT:** Lost & Found items are held for thirty (15) days while we attempt to contact the guest. If guest contact information is incorrect or mobile phone mailbox is full and we are unable to contact the guest during the thirty (15) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by The Residence Swakopmund

### **SAFETY**

**FIREARMS AND WEAPONS:** No Firearms and weapons unless a law enforcement officer or a designated military personnel who are on-duty and required to carry firearms in the performance of their duties or authorized. No exemption to this policy is allowed for private persons, even those licensed and permitted to carry a firearm openly or concealed under local, state, or federal law, are exempt from this policy.

**IN CASE OF EMERGENCY OR FIRE:** Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door located in each guest room.

**CHANGES & MODIFICATION TO THE HOTEL POLICY / HOUSE RULES:** The Residence Swakopmund reserves the right to amend, modify, change, cancel, vary, or add to these Policies / House Rules or the arrangements and content featured on our hotel website at any time without prior notice. Please check our website regularly for updates to Hotel Policies / House Rules. Any modification to these Hotel Policies / House Rules that occurs before your departure is considered a part of your reservation's agreement with us. A copy of these Hotel Policies / House Rules is located on our website, and available from Front Desk staff upon request.