

Acceptance of Terms and Conditions

All bookings accepted by Store All Container Storage (Pty) Limited Registration No 2015/1351 trading as iKon Self Catering Apartments · VAT Reg No: 2417999-01-05 are subject to these Terms and Conditions that are deemed to have been accepted in full by the Client/Guest. Payment of a Booking Fee or Rental Charge also indicates acceptance of these Terms and Conditions.

General

Renting serviced apartments from iKon Apartments is not intended to confer possession on the Client/Guest. The Client/Guest confirms that they will not be occupying the serviced apartment as their only or principal home.

Reservations & Payment

Your booking is only confirmed when we post or email written confirmation of booking following receipt of payment of the Booking Fee. When a booking is made, 100% of the total Rental Charge (Booking Fee) is required in advance to confirm the reservation unless an alternative payment arrangement is offered by iKon Apartments in writing. The balance (if any), of the Rental Charge is to be paid 30 days prior to the arrival date. If we do not receive full payment by this time, the reservation may be cancelled and the Booking Fee forfeited. The Client/Guest may be liable for the balance of the Rental Charge and for any other costs involved in the attempt to re-let the serviced apartment. Clients/Guests wishing to extend their stay are required to give at least 7 days' notice, subject to the apartment or an alternative being available. Payment must be made in Namibia Dollar and must be clear of all bank charges, exchange rate variations and any other deductions. We accept the following methods of payment: Bank to bank transfer to our account, Visa and MasterCard. Under no circumstances will accommodation be provided until we have received cleared funds to cover the Rental Charge. Failure to pay in accordance with the agreed terms of payment may result in suspension of accommodation. We reserve the right to charge interest on overdue accounts at 4% above Namibian bank prime rate and to seek payment in full for accommodation during the suspension period.

Rental Charges

The Rental Charge includes a weekly cleaning service, change of bed linen and towels once a week, utility charges Wifi and a limited selection of DSTV channels. Additional cleaning services can be arranged at an additional fee to be confirmed upon request. Additional cleaning services are subject to availability.

Laundry Service

Laundry service is not included in rental charges, however, this service can be requested at an additional fee to be confirmed on request. Laundry Service is subject to availability. iKon Apartments will use reasonable efforts to try to ensure that its cleaning service maintains a high quality service. However, iKon Apartments is not responsible for clothing that bleeds, shrinks, or otherwise changes as a result of normal washing. iKon Apartments is not responsible for lost articles unless proven that we are responsible for the loss. iKon Apartments is not responsible for garments labelled "hand wash only" or "dry clean only" and is not responsible for checking for these labels in Client's/Guest's garments. Please check garments before handing the garment over to the laundry service. iKon Apartments is not responsible for loss of or damage to any personal or non-cleanable items left in the clothing or laundry bags such as money, jewellery, or anything else. Our Clients/Guests agree not to leave such items in their clothing or in the laundry bags. iKon Apartments reserves the right to refuse cleaning any garment. iKon Apartments does not guarantee removal of all stains. Clients/Guests must notify iKon Apartments within 3 business days of receipt of laundry delivery of any lost or damaged items from that particular delivery, failure to do so constitutes a waiver of a claim for any lost or damaged items from that delivery.

Occupants

Only Guests specified by name at the time of booking by the Client/Guest may occupy the serviced apartment. The Client/Guest must not assign, sublet or part with or share possession of the serviced apartment or any part of it. iKon Apartments reserves the right to refuse admittance to the Guest if they are in breach of this condition.

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Cancellation Policy

Cancellations must be notified to us in writing. When notification of cancellation is received more than 30 days prior to the arrival date, all payments will be refunded after deducting the Booking Fee which is forfeited. When notification of cancellation is received less than 30 days prior to the arrival date, the Booking Fee is forfeited, and the refund of other payments is subject to the accommodation being re-let. The refund is less the rent for any part of the contracted occupancy during which the accommodation remains vacant. A change of arrival date or departure date by the Client/Guest may be treated as cancellation and re-booking. IKon Apartments recommends that the Client/Guest insures against cancellation.

Arrivals & Departures

Apartments are available for occupation after 14:00h on the day of arrival, however, when possible keys are made available for collection during working hours (weekdays between 08:00h and 17:00h). Apartments must be vacated and keys returned by 10:00h on the day of departure. If there is a delay in vacating the serviced apartment beyond 10.00h, a full day's rental will be charged to the Client/Guest.

Reception Hours

iKon Apartments reception is open on Monday to Friday 08:00h to 17:00h. We request that all guests indicate their estimated time of arrival and notify iKon Apartments in case of any change in estimated arrival time. Guests arriving outside of Reception operating hours will receive key cards from the security on site. Guests departing outside of Reception operating hours must hand all key cards to security on departure.

Key Cards

Key Cards will be provided for the serviced apartments and are to be returned in line with the departure terms as above. For any keys not returned, there will be a N\$100 charge. If the Client/Guest loses or misplaces their key card during occupation and require assistance to gain entry, an additional charge of N\$250 will be made.

Wifi

Wifi internet access is provided in all serviced apartments. Although we will endeavour to assist with any connection problems, IKon Apartments accepts no responsibility for the inability to connect to this facility.

Property Use & Conditions

The Client/Guest is responsible for taking all reasonable care of the serviced apartment and its contents. The serviced apartment and all equipment, utensils, furniture etc. must be left clean and tidy at the end of the Rental Period. No items may be removed from the serviced apartment. Except in the case of normal wear and tear the Client/Guest will be responsible for making good any damage to the serviced apartment or its contents which has occurred due to negligence, wilful damage or irresponsible behaviour on the part of the Client/Guest or their visitors. Such damage must be reported to us without delay. In the event that breakages or damage are discovered, or extra cleaning required, after departure, we will notify the Client/Guest in writing within 7 days of departure, providing detail of the issues and an invoice for the cost of rectifying them. iKon Apartments reserves the right to withhold a deposit of N\$ 1000.00 which amount shall applied in whole or in part for making good any damage to the apartment or its contents which has occurred due to negligence, wilful damage or irresponsible behaviour on the part of the Client/ Guest or his guests. IKon Apartments will not be held responsible for any personal injury, loss or damage to personal effects howsoever arising at the serviced apartment or in the apartment block or its grounds. Smoking is not permitted in the serviced apartments or communal areas. Pets must not be kept at the apartments.

Complaints

Any complaints must be made in writing immediately to IKon Apartments. We shall not have any liability for any complaint received after the completion of the Rental Period.