



House Rules

Welcome to Abalone Lodge Knysna. To ensure a safe, comfortable and enjoyable stay for all guests, we kindly ask that you observe the following House Rules.

Check-in & Check-out

- Check-in: from 15:00.
- Check-out: before 10:00.
- Early check-in and late check-out are subject to availability and prior arrangement.

Occupancy

- The maximum number of guests permitted in each accommodation is the number confirmed in the reservation.
- This includes adults, children and infants.
- No additional guests may stay without prior written approval from management.
- If more guests arrive than stated in the reservation, Abalone Lodge Knysna reserves the right to refuse check-in or terminate the stay without refund.
- Where possible, additional guests may only be accommodated if suitable accommodation is available and the applicable additional charges have been paid in advance.

Visitors

- Only registered guests may stay overnight.
- Day visitors are only permitted with prior approval from management.
- All visitors must leave the property by 20:00 (8:00 PM).
- Visitors may not stay overnight unless they have been added to the reservation and approved by management.

Quiet Hours

- Quiet hours are observed daily from 22:00 to 08:00.
- Please respect fellow guests by keeping noise to a minimum.
- Loud music, parties and excessive noise are not permitted at any time.

Smoking

- Smoking and vaping are not permitted inside any buildings or cabins.
- Smoking is only permitted in designated outdoor areas.
- Please use the ashtrays provided and dispose of cigarette butts responsibly.

Pets

- Pets are not permitted on the property.

Swimming Pool

- The swimming pool is open daily from 09:00 to 22:00.
- The pool is unsupervised and used entirely at your own risk.
- Children must always be supervised by an adult.
- Smoking and vaping are not permitted in the pool area.
- No diving, running or glass containers are allowed in or around the pool.

Braai (BBQ)

- Braais may only be used in the designated braai areas.
- Never leave a fire unattended.
- Please ensure the fire is completely extinguished after use.

Kitchen & Cooking

- Cooking is only permitted in the kitchen facilities provided or in the designated braai areas.
- Open flames, portable gas stoves and BBQ equipment may not be used inside the cabins.

Wi-Fi

- Complimentary Wi-Fi is available throughout the property.
- Please use the internet responsibly and only for lawful purposes.
- Activities that negatively affect the network or violate applicable laws are strictly prohibited.

Water & Electricity

- Please help us conserve water and electricity by switching off lights, air conditioning and electrical appliances when leaving your accommodation.
- We appreciate your understanding should unexpected utility interruptions occur.

Property & Damages

- Please treat the lodge, furniture, appliances and equipment with care.
- Guests are responsible for any damage, loss or excessive cleaning costs resulting from their stay.

Waste & Plumbing

- Please use the bins provided.
- Only toilet paper may be flushed.
- Do not flush sanitary products, wet wipes, nappies, paper towels or any other items, as these may cause blockages.

Security

- Please lock all doors and windows whenever you leave your accommodation.
- Keep valuables out of sight and ensure your vehicle is locked.
- Abalone Lodge Knysna cannot accept responsibility for loss, theft or damage to personal belongings.

Keys

- Please return all keys upon departure.
- Lost or damaged keys may be subject to a replacement charge.

Parking

- Secure on-site parking is available for registered guests.
- Vehicles and their contents are parked entirely at the owner's risk.

Lost Property

- Items left behind will be kept for up to 30 days, where possible.
- Collection or courier costs are the responsibility of the guest.

Respect for Others

- Please be considerate of other guests, our neighbours and our staff at all times.
- Behaviour that disturbs the comfort, safety or enjoyment of others will not be tolerated.

Illegal Activities

- Illegal drugs, criminal activity and any other unlawful behaviour are strictly prohibited.
- Any illegal activity will be reported to the relevant authorities and may result in immediate removal from the property without refund.

Right of Admission

- Management reserves the right to refuse admission, refuse check-in or terminate a stay without refund if guests:
 - Fail to comply with these House Rules.
 - Exceed the maximum occupancy.
 - Allow unauthorised visitors or overnight guests.
 - Cause excessive noise or disturbance.
 - Damage the property.
 - Engage in illegal, abusive or unsafe behaviour.

Acceptance of House Rules

- By making a reservation, the person making the booking confirms that they have read, understood and accepted these House Rules on behalf of themselves and all members of their party.
- The lead guest is responsible for ensuring that all guests and visitors included in the reservation comply with these House Rules throughout their stay.
- Failure by any member of the party or their visitors to comply with these House Rules may result in refusal of check-in or termination of the stay without refund.

Thank you for respecting our lodge, our staff and your fellow guests. We wish you a relaxing and memorable stay at Abalone Lodge Knysna.