

Booking & Reservations

What is your booking and cancellation policy?

- **Payment:** Full payment is required 30 days before check-in to secure your reservation.
- **Cancellations (30+ days):** You will receive a full refund for cancellations made 30 days or more before your check-in date.
- **Cancellations (7-30 days):** A 50% refund is provided for cancellations made between 7 and 30 days before check-in.
- **Modifications:** You may change your booking dates up to 30 days before check-in. Please note that new rates may apply depending on the new dates.

How can I pay?

We accept Cash, EFT, and all major credit/debit cards. To request a special payment arrangement, please contact us directly.

How much do the apartments cost?

A 1-bedroom apartment starts at R900 on weekdays. Prices vary depending on the season and are slightly higher on weekends.

Is there a minimum stay on weekends?

Yes, bookings for a Friday or Saturday night require a minimum 2-night stay.

Can I view the apartment before booking?

Yes, we are happy to show you. Please contact us to make an arrangement for a viewing.

Check-in & Check-out

What are the check-in and check-out times?

- Check-in: 3:00 PM
- Check-out: 11:00 AM

How do I check in?

We use a simple self-check-in process with a lockbox. Full, detailed instructions will be sent to you once your payment is received. Personnel are also usually on-site to assist.

Can I check in early?

An early check-in is never guaranteed, as it depends on whether the apartment was vacant the night before. We offer two options:

1. **Standard Request:** You can contact us at 11:30 AM on the morning of your arrival to see if your apartment is ready. We cannot confirm any earlier than this.



2. To Check for an Earlier Slot: You can check our booking page around 10:00 PM the night before your stay. If your specific apartment still shows as "Available," you may message us at 8:30 AM on your arrival morning. If so, a check-in as early as 10:00 AM may be possible, but it is still not guaranteed.

Can I check out late?

This is not guaranteed. Please ask us on the morning of your departure to see if a late check-out is possible.

What is the latest I can check in?

- 11 & 12 Leighorne: You may check in at any time. Our on-site security will assist you after hours.
- 145A & 145B: The latest check-in time is 11:00 PM.

Can I drop off or store my luggage?

Yes. You can drop off bags any time from 9:00 AM on your check-in day. You can also store bags with us after check-out (except between 5:00 PM and 6:00 PM). Please inform us in advance.

Amenities & Services

What are the apartment layouts and bed setups?

We have several apartment types. Please check your booking to confirm which apartment you have reserved:

- 1-Bedroom (Sleeps 2): Features one queen bed.
- 1-Bedroom (Sleeps 3): Features one queen bed and one fold-out mattress.
- 1-Bedroom (Sleeps 4): Features one queen bed and one fold-out sleeper couch (which sleeps two).
- 2-Bedroom (Sleeps 5): Features two queen beds and one fold-out mattress.

Are meals provided?

No, all our apartments are fully self-catering.

Is there Wi-Fi?

Yes, all apartments include free, uncapped, high-speed Wi-Fi.

What is available on the TV?

We provide a complimentary Netflix account and access to YouTube. You are welcome to log into your own DSTV or other streaming accounts.

Is there air conditioning?

Yes, all bedrooms have an air conditioner with both cooling and heating functions.

Is there a pool?

Yes, there is a shared pool available for all apartments except 145A and 145B.

Are there braai facilities?

Yes, all apartments have access to a braai stand. We provide complimentary coal and firelighters.

Is housekeeping included?

Yes, daily cleaning is provided (except on Sundays and public holidays). For longer stays, linen and towels are changed every 4 days. You can request extra towels if needed.

Are there laundry facilities?

- 11 & 12 Leighorne: A shared washing machine, washing powder, and a washing line are available for guest use.
- All Apartments: A paid laundry service is available.

Do you provide a cot for infants?

Yes, a camp cot is available on request. Please be sure to request it when booking so we can have it ready for you.

Policies & Rules

Are parties or extra visitors allowed?

No. We are located in a quiet residential area and have a strict policy:

- Parties are strictly prohibited.
- No additional guests, other than those on the reservation, are allowed on the property at any time.
- Quiet hours are from 10:00 PM to 8:00 AM.

Violation of any of these rules will result in immediate removal from the property without a refund.

Will I be sharing the apartment with other guests?

No, your apartment is entirely private. You will only share common areas like the pool and parking with guests from the other 2-3 apartments on the property.

Are pets allowed?

Unfortunately, we are not a pet-friendly establishment.

Can I do a video or photo shoot?

This may be possible, but a location fee might apply. Please contact us well in advance to discuss your requirements.

Location & Transport

Where are the apartments located?

All apartments are in the suburb of Windermere, Durban. We have two locations:

- 11 & 12 Leighorne Place (opposite each other)
- 145 12th Avenue (600m away)

Is parking available?

Yes, each apartment has one dedicated, off-street parking bay behind an electronic gate.

- Exception (11C): Parking for 11C is not guaranteed. We will try to find a bay, but you may need to park on the street. Our security guard is on duty on the street from 6:00 PM to 6:00 AM.

Do you offer an airport shuttle or transport?

No, we do not provide any transport services. We recommend using e-hailing services like Uber or Bolt.

Safety & Security

Is there on-site security?

Yes, a security guard is on-site from 6:00 PM to 6:00 AM daily.

- Exception: This applies to all apartments *except* 145A and 145B.

Are there security cameras?

Yes, for your safety and security, cameras are located in all public common areas.

Who do I contact in an emergency?

- Manager: 063 867 5561
- Security (6PM-6AM): 084 416 7771
- Housekeeping: 061 299 1102