

MENUCHA

A PLACE TO REST

Guest Agreement House Rules and Safety Terms

For Airbnb platform and direct bookings

Welcome to Menucha. Menucha means rest or a place of rest. These terms explain the responsibilities that accompany a stay at our two-bedroom guest unit in the Helderberg, Somerset West. They are intended to help protect guests, neighbours and the property while preserving the peaceful character of Menucha.

The person who makes the booking (the Primary Guest) accepts these terms for themselves and must ensure that every member of the booking party and every permitted visitor follows the applicable rules.

1. Acceptance of terms

These terms must be made reasonably available before booking or, at the latest, before check-in. The Primary Guest must expressly accept them before occupying Menucha.

Menucha may request a second digital confirmation through its guest-access process before displaying Wi-Fi credentials. That confirmation reinforces, but does not replace, the terms disclosed before arrival.

For a platform booking, the platform's applicable terms and policies also apply. Nothing here removes a right or remedy that cannot lawfully be excluded under South African law.

2. Booking occupancy and visitors

Only guests recorded in the reservation may stay overnight. The maximum occupancy is the number confirmed in the booking. Any additional overnight guest requires prior written approval and, where necessary, must be added to the reservation.

Reasonable daytime visitors are permitted only if they comply with these rules and any host instructions. The Primary Guest is responsible for the conduct of their party and invited visitors.

The premises may not be used for parties, events, functions, disruptive gatherings, unauthorised commercial activity or any purpose other than the agreed accommodation use.

3. Check-in check-out and access

Guests must follow the check-in and check-out arrangements communicated with the reservation.

Keys, gate remotes, access codes and access information must be kept secure and may not be shared with anyone outside the booking. Lost items or compromised access information must be reported immediately.

Where loss or damage is attributable to the Guest, Menucha may recover reasonable replacement, reprogramming or security-related costs, subject to applicable law and platform procedures.

On departure, guests must return keys and gate remotes exactly as instructed and confirm that external doors, accessible windows and gates are secured.

4. Quiet residential property and noise

Menucha is located on a residential property. Respect for neighbours is an essential condition of every stay.

Quiet hours are 22:00 to 07:00. During these hours, no loud music, shouting, excessive voices, disruptive outdoor conversation or other unreasonable noise is permitted. Television and music must remain at a low residential volume, and guests arriving or departing must do so quietly.

Noise must remain at a reasonable residential level at all other times. Guests must promptly comply with reasonable requests to reduce noise.

A serious or repeated breach may result in action under applicable law and the booking platform's procedures, including termination of the stay where lawfully permitted.

5. Pets smoking and prohibited activity

Pets are not permitted. An exception will be considered only where required by applicable law and arranged with Menucha in advance.

Smoking and vaping are not permitted inside. Where an outdoor smoking area is used, smoke must not create a nuisance and all materials must be fully extinguished and disposed of safely.

The possession or use of illegal drugs, unlawful conduct, deliberate damage and conduct that puts people or property at unreasonable risk are prohibited. Menucha may contact the appropriate authorities where reasonably necessary.

6. Security of property and belongings

Guests must close and secure all external doors, accessible windows and gates whenever leaving and before retiring for the night. Do not leave keys or gate remotes unattended outside, visible in a vehicle or available to unauthorised persons.

Immediately report a lost key or remote, suspected unauthorised access, damaged lock, faulty gate, broken window or any other security concern.

No residential accommodation can guarantee that crime will not occur. Menucha does not represent that the premises or surrounding area are crime-free. Guests should take normal precautions, keep valuables secure and maintain appropriate travel and personal-property insurance.

Menucha is not responsible for loss, theft or damage merely because an item or vehicle is present at the property, except to the extent that Menucha is legally liable under applicable South African law.

7. Personal safety children and incidents

Menucha takes reasonable steps to keep the accommodation suitable for normal residential use. Guests must exercise reasonable care, especially around steps, changes in floor level, wet surfaces, bathrooms, outdoor areas, gates, doors, hot water, cooking equipment and electrical appliances.

Children and persons requiring supervision must be supervised by a responsible adult at all times.

If anything appears damaged, defective or unsafe, stop using the affected item or area where appropriate and notify Menucha promptly. Do not attempt repairs to electrical, plumbing, access or building systems unless specifically authorised.

Report any accident, injury, fire, security incident or significant property damage as soon as reasonably possible. In an immediate emergency, first contact the appropriate emergency service and then notify Menucha.

8. Parking vehicles and access

Guests must park only in the designated Menucha parking area and must not obstruct a neighbour, gate, driveway, pedestrian route or emergency access.

Vehicles must be locked, and valuables should not be left visible. Guests remain responsible for reasonable care of their vehicles and contents.

9. Care of property furniture linen and food

Treat the accommodation, furniture, appliances, linen and equipment with reasonable care. Furniture may not be rearranged, moved between rooms or removed without prior permission.

Menucha towels and linen are for use at the property. Bath towels may not be used as beach towels, cleaning cloths or for removing makeup or substances likely to stain them.

Do not leave uncovered food, dirty dishes or rubbish in a way that attracts insects or pests. Food waste and refuse must be disposed of as instructed.

Accidental damage or loss must be reported promptly. Guests may be responsible for reasonable repair, replacement or additional cleaning costs caused by their actions, negligence, party or visitors, subject to applicable law and platform procedures. Normal wear and tear will not be charged.

10. Fire electrical water and utilities

Candles, open flames and similar fire hazards may not be used inside. Cooking appliances must not be left unattended. Do not overload outlets or use damaged electrical equipment. Report smoke, a burning smell, sparks or other potential hazards immediately.

Switch off lights, heaters, fans, cooking equipment and other appropriate appliances when they are not required and before leaving the unit.

Use water and electricity responsibly, particularly during municipal restrictions, shortages or supply constraints.

Electricity, water, internet, mobile networks and municipal or third-party services may be interrupted for reasons outside Menucha's reasonable control. Menucha will take reasonable steps to assist but cannot guarantee uninterrupted service.

11. Wi-Fi and internet use

Wi-Fi is a complimentary amenity for registered guests. Access information may be displayed only after the Primary Guest confirms that these terms and the safety information have been read and accepted.

Internet availability and speed cannot be guaranteed. The connection may not be used for unlawful activity, infringement, harassment, unauthorised access or conduct that exposes Menucha or others to risk.

12. Breach and reasonable action

Menucha may take reasonable action in response to a breach, taking account of its seriousness, repetition, safety implications, applicable law and the relevant platform's procedures.

This may include a request to correct the conduct, recovery of lawful and reasonable costs, platform reporting, contacting emergency services or authorities, or termination of the stay where legally and contractually permitted. Refunds, if any, remain subject to applicable law and the booking arrangements.

13. Limitation of liability

Guests remain responsible for exercising reasonable care, supervising children and dependants, securing personal belongings and vehicles, securing the accommodation and using the property responsibly.

To the fullest extent permitted by South African law, Menucha and its owners, representatives and managers will not be liable for loss, damage, injury, theft, interruption or inconvenience caused by circumstances outside their reasonable control or by a Guest's own act, omission or failure to take reasonable precautions.

Nothing in these terms excludes, restricts or waives liability, consumer rights or remedies that may not lawfully be excluded or restricted under the Consumer Protection Act 68 of 2008 or any other applicable South African law.

14. Platform and direct bookings

For Airbnb or another platform booking, the reservation is also subject to that platform's mandatory terms, policies and procedures. If there is a conflict, applicable law and any mandatory platform rule prevail.

For a direct booking, the booking confirmation, disclosed payment, deposit, cancellation and refund conditions, and these accepted terms form the agreement between Menucha and the Primary Guest, subject to applicable South African law.

15. Problems and contact

Please notify Menucha promptly if anything is unsafe, damaged, not functioning or materially different from what was reasonably expected, so that there is a reasonable opportunity to assist.

Email: menuchahouse@gmail.com

WhatsApp: 061 172 0280

Guest acknowledgement

By selecting I Agree, signing below or otherwise expressly accepting through Menucha's booking or guest-access process, I confirm that:

- I received a reasonable opportunity to read these terms.
- I accept the 22:00 to 07:00 quiet-hours policy and understand that Menucha is a residential property.
- I understand that parties, events, unregistered overnight guests and pets are not permitted.
- I will take reasonable precautions regarding doors, windows, gates, keys, remotes, vehicles and personal belongings.
- I will promptly report safety, security, maintenance, loss or damage issues.
- I will ensure that my party and permitted visitors comply with the applicable rules.
- I accept these terms subject to rights that cannot lawfully be excluded under South African law.

Primary Guest

Booking reference

Arrival date

Date accepted

Signature or digital acceptance

Agreement version