

GUEST HOUSE RULES & CONDITIONS

*This facility was created with love and hard work for the joy and comfort of our guests.
We kindly request your respect for our facilities and all the other guests.*

CHECK IN

14:00 to 19:00

(Late arrival **MUST** be arranged in advance.)

CHECK-OUT

10:00 on the day of departure.

(Late check-out **MUST** be arranged by 18:00 prior to the day of check-out. The request will be considered subject to availability of the room and, if affirmative, will incur an additional fee of 50% of the booking rate.)

OCCUPANCY

Only registered guests allowed in rooms – no visitors.

Max occupancy per room as per booking — no extra overnight guests allowed.

NOISE & CONDUCT

Our guest house focuses on a tranquil and quiet space, situated between residential houses with close neighbours and in the midst of a lovely garden with lots of bird life in the trees.

Quiet hours: 19:00 – 07:00 daily.

No parties, loud music/TV, shouting, or disruptive behaviour at any time. Please respect the environment, other guests, and neighbours.

CHILDREN'S TARIFF

Children by prior arrangement only. We do accommodate families subject to room availability and suitability.

Room rates are charged per room, not per person, and cover the maximum occupancy of that specific room. We reserve the right to decline bookings if the room type is not suitable for children or if occupancy would exceed fire/safety limits.

0 – 2 years: Free of charge. One baby cot available on request, subject to availability. Cot must be pre-booked. Children in this age group do not count toward room occupancy.

3 – 9 years: Free of charge if sharing existing bedding with an adult(s). No extra beds, rollaways, or additional cots available. If not sharing, regarded as an adult for occupancy purposes.

10 years +: Regarded as an adult for occupancy purposes.

For safety, children under 16 must be supervised by an adult at all times, indoors and around pool/garden areas.

All bookings with children must be confirmed directly with our office prior to arrival. Please contact us to discuss room configuration.

CHILDREN

If your booking includes children, we ask your help to keep Q on Steele serene for all guests and maintain the existing decorum of the property. We ask parents/guardians to kindly note:

Supervision:

Children under 16 must be supervised by an adult at all times, indoors and around pool/garden areas.

Respect for Property:

Any damage or extra cleaning caused by children will be charged to the booking. Accidents happen—just tell us right away.

Safety:

No running, ball games, or loud play inside units or near the pool.

FURRY FAMILY MEMBERS

We're animal lovers and happy to welcome your well-behaved furry family members to our designated dog-friendly rooms by prior arrangement only.

A once-off R350 pet cleaning fee applies per stay. Max 2 small/medium dogs per room. No cats or exotic pets. Pets may not be left unattended or on furniture. Full pet policy will be forwarded on booking confirmation and forms part of your contract.

SMOKING & ALCOHOL

This is your home away from home. You're welcome to unwind with a cold beer on the deck or a sparkling spritz after a day in Eshowe.Q on Steele is a tranquil retreat for guests who enjoy alcohol responsibly. To keep the peace for everyone:

Enjoy Responsibly:

Alcohol in moderation within your unit and on your private deck/garden area.

Cigarette/Pipe Smoking and Vaping Outdoors Only:

Smoking and Vaping is permitted in the designated outdoor smoking area only. No smoking and vaping inside units, on decks, near doors/windows, or in pool/garden areas.

No Parties or Excess:

This isn't a party venue. Loud gatherings, drinking games, or intoxication that disturbs others isn't permitted.

Accountability:

The booking guest is responsible. Damage, excessive cleaning, odour removal, or complaints due to alcohol or smoking will incur a minimum R900 fee, or actual cost of cleaning/repair, whichever is greater. Management reserves the right to ask disruptive guests to leave without refund.

No On-Sale:

Q on Steele is not liquor licensed. Do not supply/sell to others on the property.

Thank you for keeping the air fresh and the atmosphere calm for all who stay at Q on Steele.

PROPERTY & DAMAGES

Guests are liable for any damage, missing items, or additional cleaning caused by them. Report breakages immediately.

Lost keys/cards: R150 replacement fee.

A R1000 refundable breakage deposit is pre-authorized on arrival and released within 48hrs if no damage.

SECURITY

Lock your room when leaving. We are not liable for valuables left unattended — use safe if provided

Main gate closes at 22:00 and re-opens at 06:00. For exceptions, arrange with management at least a day in advance.

CLEANLINESS & SHARED SPACES

Keep rooms tidy. If using shared kitchen: wash dishes and wipe counters.

Remove all personal items on check-out.

Additional housekeeping: R400 per day, on request.

Emergency ironing or laundry: R200 per day, on request.

PROHIBITED

No illegal substances or activities

No firearms or hazardous materials

PAYMENTS & CANCELLATIONS

Full payment required before/on check-in

Cancellations: 14+ days' notice prior to arrival - full refund

7-13 days' notice - 50% refund

Less than 7 days' notice or no shows - 0% refund

No refunds for early departure

EMERGENCIES

Host contacts: 035 251 0060 / 067 414 2602

SA Emergency: 10111 | Ambulance: 10177 | 112

AMENITIES

As a special touch, each room is stocked with complimentary tea, coffee, sugar, and milk for your stay.

In-Room Cold Breakfast — Optional Extra

For your convenience, we offer a premium Woolworths-grade Continental Breakfast Box, freshly prepared and delivered to your room. Breakfast boxes must be booked and paid for together with your accommodation booking. No same-day or late orders can be accommodated.

Full Continental Breakfast Box: R350 per person — An elegant selection of Woolworths cheeses, sliced cold meats, seasonal fresh fruit, yoghurt, muesli, artisan croissants/pastries, preserves, and fruit juice

Light Continental Breakfast Box: R230 per person — Seasonal fresh fruit, yoghurt, artisan muffin/pastry, and fruit juice. Breakfast boxes are chilled and beautifully presented for you to enjoy at your leisure in-room or on your private deck. Available for all guests, adults and children.



These rules form part of your booking contract. By checking in, you accept them in full.

RIGHT OF ADMISSION RESERVED

Q ON STEELE GUESTHOUSE RESERVES THE RIGHT OF ADMISSION. ANY GUEST OR VISITOR NOT ADHERING TO THE RULES AND CONDITIONS ABOVE MAY BE ASKED TO LEAVE THE PREMISES IMMEDIATELY WITHOUT REFUND.