



Green Elephant Backpackers – Terms & Conditions

By making a booking with Green Elephant Backpackers, you agree to the following Terms & Conditions.

1. Bookings & Payments

All bookings are confirmed once the required deposit has been received.

Individuals: A 50% non-refundable deposit is required to secure the booking.

- The balance is payable on check-in.
- For long-stay bookings (14 nights or more), the balance is due 14 days before arrival.

Groups (2 or more beds/rooms): A 50% deposit is required to secure the booking. Deposits are non-refundable. The balance is due 30 days before arrival.

- A refundable damage deposit may be requested.
- During peak seasons or special events (e.g. New Year's Eve, Easter weekend, major sporting events), full payment may be required at the time of booking.

2. Cancellations & Refunds

All cancellations must be made in writing via email and are valid once acknowledged by Green Elephant Backpackers.

- **Individuals:** Deposits are non-refundable. Long-stay balances paid in advance follow the cancellation rules below.
- **Groups:** Cancellations made 60 + days before arrival will receive a full refund of payments made, less a 10% cancellation admin fee calculated on the total booking value.
- Cancellations made 30 - 59 days before arrival will result in the deposit being non-refundable, with any balance refunded less than a 10% admin fee.
- Cancellations made less than 30 days before arrival will incur a 100% cancellation fee. Deposits and balances are non-refundable, and the admin fee will still be charged.
- No-shows or early departures will be charged 100% of the booking.

3. Check-In & Check-Out

- Check-in is from 14:00 onwards, with early check-in subject to availability.
- Check-out is by 11:00 AM, and late check-outs may be charged.
- A valid photo ID or passport is required at check-in.
- Guests must settle all outstanding balances before or at check-in.

4. House Rules

- **Quiet Hours** are observed from 10:00 PM to 7:00 AM. We are not a party hostel.
- **Visitors:** All visitors must sign in at reception. Visitors are allowed in communal areas only and are not permitted in dorm rooms.
- **Dorm Rooms:** No eating in dorms. Use only your assigned bed and linen. Keep belongings in lockers.
- **Private Rooms/Studios:** No heaters are allowed. Towels may not be used as mats. Extra blankets are available at reception. Studios are equipped with a microwave for basic self-catering.



- **Long-term studio stays** include an electricity allowance; any excess usage is for the guest's account.
- **Kitchen:** Guests must clean up after use, label food, avoid placing hot pots on counters, refrain from disposing of oils/fats down drains, and must not remove cutlery, crockery, or cups.
- **Bathrooms:** Showers should be limited to 10 minutes. Floors must be wiped after use. Only toilet paper may be flushed. Wet towels should not be left in bathrooms.
- **Swimming Pool:** The pool is open until 10:00 PM. Guests swim at their own risk. No glass, alcohol, or rough play is allowed. Children under 12 must be supervised.
- **Smoking & Alcohol:** No smoking indoors. Alcohol may not be brought onto the property; drinks are available from our on-site bar.
- **Substances & Weapons:** No drugs or weapons are permitted on the premises.

5. Security & Safety

- Gates must be kept locked at all times.
- Lost keys or remotes will be charged to the guest's account.
- Do not share your dorm access code with anyone.
- Management is not responsible for theft or loss of personal belongings; lockers are provided for valuables.
- Guests must follow all safety instructions from staff at all times.

6. Pest Management

Professional pest control is carried out monthly, and treatments are safe once dry. Guests can help prevent pests by keeping food in kitchen or dining areas only, storing snacks in sealed containers, disposing of rubbish promptly, and not leaving dirty dishes unattended.

7. Sustainability

- Cape Town is a water-sensitive city, and we ask guests to use water sparingly.
- Please switch off lights, fans, and appliances when not in use.
- Use bins provided and recycle where facilities exist.

8. Damages & Liability

- Guests are liable for any damage, loss, or breakages during their stay, and the costs will be charged to their account.
- Green Elephant Backpackers is not liable for injury, theft, or loss of property. Guests enter and stay at their own risk.
- Lost property will be kept for 48 hours before being disposed of.

9. Right of Admission Reserved

Management reserves the right to refuse entry or evict any guest who violates these Terms & Conditions & House Rules, engages in illegal activity, or behaves disruptively — **without refund**.

10. Media & Image Use

Green Elephant Backpackers occasionally captures photos and videos of the property, events, and community atmosphere for use on our website, social media channels, and marketing materials. By staying with us, you consent to the possible inclusion of your image in such content. If you do not wish to appear in any photos or videos, please notify reception in writing on arrival. We will take reasonable steps to ensure you are not identifiable in any published material.