HELP CENTRE

Frequently Asked Questions

Everything you need to know before, during and after your stay with us.

Search questions...

CHECK-IN & STAY

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

Check-in is from **15:00 to 18:00** and check-out is by **10:00**. Early check-in or late check-out may be possible depending on availability — just ask Juanita in advance and she'll do her best to accommodate you.

Is there self-check-in?

Yes! Both apartments offer convenient self-check-in. You'll receive detailed arrival instructions, access codes, and everything you need via WhatsApp before your arrival date. Juanita is always available if you need any assistance on the day.

What is the minimum stay?

The minimum stay is **2 nights**. During peak periods (school holidays, December/January, and public holiday weekends) a minimum of **4–7 nights** may apply. Contact Juanita directly to check availability for your specific dates.

BOOKING & PAYMENT

How do payment plans work?

You only need a **20% deposit** to secure your booking. The remaining balance can be paid in monthly instalments over 3, 6, 9 or 12 months — whichever suits you best. The full balance must be settled 30 days before your arrival. This makes planning your holiday much more manageable!

What are the current launch rates?

We're currently offering special introductory launch rates:

Sunset (Unit 1): From R1,300/night
Sunrise (Unit 2): From R1,000/night

There's also a **Winter Special:** 10 nights for the price of 7 — R10,000 total for either unit. These rates won't last — book now to lock them in!

Is there a security deposit?

Yes, a refundable security deposit of **R1,000** is required. This is held against any damages or extra cleaning required and is returned within 7 days of checkout, provided the apartment is left in good condition.

What is the cancellation policy?

60+ days before arrival: Full refund (minus admin fee)
30–59 days before arrival: 50% refund
Less than 30 days: No refund

We strongly recommend travel insurance. If you need to reschedule, Juanita will always try to find a solution that works for you.

AMENITIES & WHAT'S INCLUDED

What is included in the apartment?

Both apartments are fully suitcase-ready. Included: linen, towels, bath products, free WiFi, DSTV/Smart TV, fully equipped kitchen (oven, microwave, fridge, dishwasher), washing machine, hair dryer, iron and board, and braai/BBQ facilities. Just bring yourself!

Is there WiFi?

Yes, both apartments have **free high-speed WiFi**. You'll receive the network name and password with your check-in instructions. Perfect for remote workers or families streaming movies in the evenings.

Are pets allowed?

Small, well-behaved pets may be considered at **Sunrise (Unit 2)** on request. Please contact Juanita before booking to discuss. Additional pet cleaning fee may apply. Pets are not permitted at Sunset (Unit 1).

Is there cleaning service during my stay?

A **once-off cleaning fee of R800** is included in your booking (arrival and departure clean). Additional mid-stay cleans can be arranged at an extra cost. Towels and linen are provided for the duration of your stay.

LOCATION & GETTING AROUND

How far is the beach?

Sunset (Unit 1) at Diaz Beach Club is approximately **50 metres** from the ocean — you can hear the waves from your balcony!

Sunrise (Unit 2) at Estoril Villas is approximately **200 metres** from the beach — a short 2-minute walk.

Do I need a car?

For the beach, waterpark and immediate surroundings, a car is not necessary. However, to explore more of Mossel Bay (harbour, town, Santos Beach, restaurants) and the broader Garden Route, a car is recommended. Secure parking is provided at both apartments.

CHOOSING THE RIGHT APARTMENT

Which apartment is better for families with children?

Sunrise (Unit 2) is ideal for families — it sleeps up to 6, has a sleeper couch for extra guests, and is situated right next to Diaz Waterpark. The secure Estoril Villas complex also offers peace of mind for parents.

Which apartment is better for a romantic couple's getaway?

Sunset (Unit 1) at Diaz Beach Club is the romantic choice — directly on the beachfront, private balcony with sea views, and that magical sunset atmosphere. It's an intimate retreat perfect for couples looking to disconnect and unwind.

Can large groups book both apartments together?

Yes! Groups of up to **10 people** can book both apartments simultaneously for a combined holiday. Contact Juanita directly for group rates and availability — she may be able to offer a special combined price.

What are the top attractions near the apartments?

Diaz Waterpark (next door), Diaz Beach, Santos Beach (Blue Flag), Mossel Bay Harbour & Boat tours, Botlierskop Private Game Reserve (25 min), The Point complex with shops & restaurants, surfing, hiking trails, and the famous Garden Route. Check our **Area Guide** for Juanita's full insider recommendations.

Didn't find your answer?

Juanita personally responds to every enquiry, usually within the hour.

WhatsApp Juanita | Send a Message

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