



## **House Rules**

Thank you for choosing to stay at Kokasemera Country Villa. To ensure a comfortable and enjoyable experience for all guests, we kindly ask that you follow these house rules. These guidelines help maintain the safety, cleanliness, and peaceful environment of our property while respecting the surrounding community.

By staying at Kokasemera Country Villa, you agree to comply with these rules. Failure to do so may result in additional charges or termination of stay as outlined in the penalty section.

If you have any questions or need assistance, feel free to contact our host team  
[stay@kokasemera.com](mailto:stay@kokasemera.com) / [+256 \(0\)705 406117](tel:+2560705406117)

Enjoy your stay!

### **Check-in, Check-out & Guest Limits**

Check-in & Check-out Times	Check-in from 2 PM, check-out by 10 AM. Late check-outs must be pre-approved and may incur fees.
Maximum Occupancy	Up to 6 guests for overnight stays, with a maximum of 4 additional day visitors <u>if approved</u> , totaling 10 people.
Extra Guests & Visitors	All visitors must be pre-approved and full guest details are required in advance for insurance purposes.
Child Policy	Children under 5 are not allowed. All guests must meet the minimum age requirement and all children must be accompanied by an adult.

### **Behavior, Noise & Community Etiquette**

Quiet Hours	Quiet hours from 10 PM to 7 AM. Keep noise levels low, especially in outdoors entertainment spaces.
Parties & Gatherings	No parties or large gatherings allowed. Violations may result in immediate penalties and / or early termination of our stay.
Neighborhood Respect	Respect neighbors and community rules. Avoid excessive noise and disturbances.

### **Property Use & Care**

Furniture & Decor	Fixed furniture must remain in place. Unauthorized rearrangement may result in a fee.
Smoking Policy	No smoking or vaping indoors. Use designated outdoor areas and dispose of cigarette butts properly.
Pet Policy	No pets allowed.
Restricted Areas	Certain storage and service areas are off-limits. Unauthorized access is not allowed.

### **Security & Safety**

Locking Doors & Windows	Lock all doors and windows when leaving. Guests are responsible for securing the property and their property during their stay.
Emergency Procedures	Emergency contacts and procedures provided at check-in. Follow safety protocols.

### **Cleanliness & Waste Management**

Kitchen Use	Guests must maintain a reasonable level of cleanliness.
Garbage & Recycling	All waste must be disposed of in designated bins.
Toilet Use	Only toilet paper may be flushed. Other items must be disposed of in bins to prevent blockages.

### **Amenities & Special Features**

Internet & WiFi	High-speed WiFi is available. Illegal streaming or excessive downloads are prohibited.
Laundry & Linen Service	Washing machine and dryer available. Additional laundry services on request.
Daily Housekeeping	Our live-in house help provides light daily cleaning of the kitchen, lounge, and bedrooms each day in the morning. (maximum 2 hours)

### **Outdoor Use & Weather Precautions**

Outdoor Furniture & Equipment	Outdoor furniture must be used properly and pillows stored securely after use to prevent weather damage.
BBQ & Fire Pit Rules	Take care when using the firepit and BBQ facilities. Please do not leave fires unattended due to high wind to prevent fire hazards.
Parking Guidelines	Parking only in designated areas. No blocking driveways, parking on grass areas or unauthorized parking.

## Compliance & Legal Regulations

Local Laws & Community Rules	All guests must comply with local noise, safety, and rental laws.
Liability & Insurance	Guests are responsible for their own safety and any damages caused during their stay.

## Emergency Contacts

Property Manager & Support Contacts	Contact property management for any assistance or emergencies.
Local Emergency Numbers	Emergency numbers for police, fire, and medical services are provided at check-in.

## Policies with Penalty Fees

Unauthorized Visitors	Unauthorized visitors will incur a fee of \$130 per person.
Unauthorized Parties & Gatherings	Unauthorized parties or gatherings will incur a penalty of \$300 per incident.
Smoking Indoors	Smoking indoors incurs a fine of \$100 plus additional cleaning costs.
Lost or Damaged Keys	Lost or damaged keys require a replacement fee of \$30 per key set.
Blocked Toilets (Non- Flushable Items)	Blocked toilets due to non-flushable items will incur a charge of \$100 plus repair costs.

## **Acknowledgment & Agreement**

By signing below, I confirm that I, along with my group, have read, understood, and agree to comply with the house rules outlined in this document. I acknowledge that as the primary guest, I am responsible for ensuring that all members of my group follow these rules.

Failure to comply may result in penalties, additional charges, or early termination of our stay.

Primary Guest Name: \_\_\_\_\_

Primary Guest ID: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **Indemnity**

The Guest acknowledges that their stay at Kokasemera Country Villa is entirely at their own risk. The Guest agrees to indemnify and hold harmless Kokasemera Country Villa, including its owners, employees, agents, and contractors, from any claims, damages, losses, liabilities, costs, or expenses (including legal fees) arising from any injury, loss, damage, or harm. This includes, but is not limited to, personal injury or death suffered by the Guest or anyone accompanying the Guest, regardless of whether such harm arises from the negligence of Kokasemera Country Villa or otherwise, occurring on the premises during the

## **Assumption of Risk**

The Guest understands that the premises may present inherent risks, such as slippery surfaces, uneven flooring, or other potential hazards. The Guest agrees to exercise caution to prevent injury or harm and accepts full responsibility for any accidents or incidents that may occur during their stay.

## **Limitation of Liability**

Kokasemera Country Villa is not responsible for any injury, loss, or damage of any nature (whether direct, indirect, consequential, or otherwise) suffered by the Guest or any third party during their stay, except in cases of gross negligence or willful misconduct by Kokasemera Country Villa.

## **Acknowledgment & Agreement**

Primary Guest Name: \_\_\_\_\_

Primary Guest ID: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_